

Amit Rai (MBA, B.Tech.)

Salesforce Application Architect and Domain Consultant with proven background in managerial and functional roles

+1 812 603 2521
amitnrai@gmail.com

3270 Wint Lane,
Columbus, IN-47201

Salesforce Solution Architect, After Sales Business Consultant and Project Manager

My specialization is enterprise system backed business transformation. Have hands on experience in Salesforce Sales Cloud, Service and field service clouds, other service management specific product implementation like field service, in-workshop services alongside other aspects like customer plant floor assessment design for Service Engineers .

Key skills/Areas of expertise are: Business Advisory, Salesforce Solution Architect and IT Project Manager in Sales, Service Management, Field Service Management, After Sales Parts Management, Supply Chain Management, Sales Force Certified Consultant, Oracle Certified Purchasing Specialist

Other areas of work: PFEP/SKU Rationalization/Inventory Reduction, ERP Implementations and Health Checks, Application Rationalization across multiple geographies. I have excellent track record and received multiple client appreciation Awards

PROFESSIONAL EXPERIENCE

Tata Consultancy Services- United States

Lead Consultant with TCS, Customer experience division.

Since Apr 2012

Working in Salesforce sub-practice as Solution Architect

(Key focus areas: Salesforce Advisory, Service Management, Parts Management & Supply Chain)

Key project highlights are as follows:

Account: Boeing, Seattle

Feb 2018 Onwards

- As Salesforce Solution Architect for Global multi-BU Sales Cloud Rollout
- Architected end to end Security solution for the single org-multi BU environment
- Provided team leadership with hands-on support
- Have received recorded appreciations from leadership for the contribution to the success of the Program
- Have contributed to the Business development from lead generation to successful POC creation

Account: Honeywell. Phoenix

Jan 2017- Jan 2018

- As Lead Salesforce Consultant for Service Process Re-imagination on Salesforce platform for Honeywell Process Solutions
- Led the end to end Proposal effort for Field service Program Win, involving initial workshop design to the design of "Art of Possible" followed by Salesforce re-imagination exercise, eventually leading to the win of implementation Program
- As lead Salesforce consultant and Business Architect for Salesforce Field Service Lightning Implementation initiative for 2 BUs of Honeywell

Account: Cummins, Columbus

Sep 2015- Jan 2017

- As Subject Matter Expert and Salesforce Architect for Cummins Service System Global Program. For the solution implementation in Salesforce(*Received Achievement Certificate from Cummins Leadership*) (Location-Columbus, IN)

Account: Ingersoll Rand, Charlotte and Club Car, Augusta

Nov 2013- Sep 2015

- As Program Manager and Lead Consultant for Siebel to Salesforce Replacement and SKU Rationalization project for Club Car (*It was a highly successful endeavour and the concept was replicated in other IR divisions*)(Location-Augusta, GA)
- As Program Manager for Parts Catalog Implementation Program of Ingersoll Rand with Multiple Geographies and multiple Vendors like PTC and CTS presence (Location-Davidson, NC)
- As Lead Consultant and PM for Parts Catalog Business consulting for Air Business of IR. (*The success of the endeavour led to a downstream Implementation Project*) (Location-Davidson, NC)
- As Lead Consultant and PM for Air Modeling Consulting for Parts Sale of Air Business of IR. (*The successful consulting was followed by Implementation Project*) (Location-Davidson, NC)
- As Lead Consultant and Project Manager for Air Floor Design project for part sale for Air Business of IR. (*The successful consulting was followed by Implementation Project*) (Location-Davidson, NC)

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Account: Chrysler LLC

Apr 2012- Oct 2013

- As Consultant for Parts Supply Chain Process convergence for FIAT-Chrysler(MOPAR)(Received Applause Certificate from Chrysler CIO) (Location-Auburn Hills)
- As Consultant for Study on Warranty convergence-FIAT-Chrysler(Received Applause Certificate from Chrysler CIO) (Location-Auburn Hills)

Tata Consultancy Services- Hong Kong, India

Jan 2011- Mar 2012

Role: Business Consultant and PM- (After Market Parts Management & Supply Chain)

Account: JCI- BE, APAC

Jan 2011- Mar 2012

- As APAC Lead for end to end After-Sales and Supply Chain BI Reporting-JCI-BE(Location-Hong Kong, India) (Received 93% Customer Satisfaction Score)
- As Project Lead and Domain Consultant for Oracle R12 Global Template Implementation for JCI-BE (Location- Hong Kong) (Received 93% Customer Satisfaction Score)

Tata Consultancy Services- United States, Costa Rica, Switzerland, India

Aug 2008- Dec 2010

Role: Supply Chain Consultant and Oracle R12 consultant

Account: Eaton

Aug 2008- Dec 2010

- As Project Lead and Supply Chain Consultant for Oracle R12 Implementation for Eaton Corp, Switzerland. (Location-India, Switzerland) (Received Customer Applause for individual efforts and 95% overall CSI)
- As Domain Consultant in Purchasing and Manufacturing Area for Oracle R12 Implementation of Eaton Corp, India (Location-India) (Received Eaton Award Certificate for individual efforts and 100% overall CSI)
- As Domain Consultant for Solutioning, Process Alignment across multiple geographies and Oracle R12 Implementation in Eaton Costa Rica.(Location-Pittsburgh, Costa Rica)

Tata Consultancy Services- India, United States

Aug 2006- May 2008

Role: Business Analyst

Account: Cummins

Aug 2006- May 2008

- As Consultant for PFEP/Part by Part Analysis and implementation for Cummins(CTT, Charleston and Cummins PowerGen) (Location-Charleston)(Received 100% Customer Satisfaction Score)
- Application Rationalization and Multiple blueprinting/Value Stream Analysis Projects for Cummins(Location-India)

Bharat Heavy Electricals Ltd, India

Jan 00 to Jul 04

Role: Control Systems Engineer

- Automation of key Plant Processes
- Automation and integration of critical controls in the control system
- Architecture planning (address assignment to signals, control panel and I/O card configuration etc.), installation and commissioning of Plant Control System

Scholastic

Qualification	Year	University / Board of Education	Percentage/ Grade	Specialization
B.Tech.	Jun 1999	Faculty of Engg. & Tech. , Jamia Millia University, India	81.24% FCPI	Electronics and Communication
MBA(PGDM)	Mar 2006	Indian Institute of Management, Kozhikode, India	3.20/4.33	Operations, Systems
Salesforce Certified Admin	Nov 2016	Salesforce	NA	Admin
Salesforce Certified Service Cloud Consultant	Nov 2017	Salesforce	NA	Sales

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Salesforce Certified Sales Cloud Consultant	Mar 2017	Salesforce	NA	Sales
Certified Supply Chain Professional	Jul 2009	APICS , US	Score of 319/330	Supply Chain
Oracle EBS12-Supply Chain Certified Specialist	Oct 2011	Oracle University	NA	Purchasing
Certified SAFe 4 Agilist	Jul 2018	SAFe		

Key Skills and achievements

- Award winning Salesforce Professional and Auto and Industrial domain Business consultant with multiple Appreciation and Award certificates for exemplary contributions towards the success of the Projects and Operations
- Have been a high performer throughout professional career, with above average growth and promotions
- Extensive experience around Business Development by both excellent work delivery leading to downstream wins and active proposals/RFP responses
- Ample and adequate learnability thereby easily adapting to specific strategic and tactical requirements
- Highly adaptable to new work / social environment, having worked and lived across the globe
- Parts Management business and Project Management skill, Supply chain management, Salesforce Implementation, Oracle R12 implementation experience, in Automotive and industrial landscape
- Tracing End to End Process Flow (Procure to Pay, Order to cash, Plan to Produce), Business Process Modelling, Business Process Management and Business Process Transformation
- Good Communication skills
- Interpersonal Skills to be able to work through a Multi-Cultural (Local & Global) & Cross Functional Teams
- Highly Proficient in Excel, PowerPoint, Word, Visio etc
- Other hobbies and soft skills: A marathon enthusiast, like being updated with health trends, being fitness enthusiast and learning new skills

***Note:** The list of projects mentioned above is not comprehensive; however, it does clearly indicate areas of skill/expertise of the aspirant*