Raman Iyer

Senior Manager - Salesforce

PERSONAL INFORMATION

Email
raman.p.iyer76@gmail.com

Mobile
(+91) 9820560409

Total work experience
24 Years 0 Month

Social Link
https://www.linkedin.com/in/raman-iyer-3438939a/

KEY SKILLS

Salesforce

Salesforce.com

SFDC

Test Management

Project management

Oracle Unifier

Oracle Primevera

Oracle Apps Functional

AP

AR

GL

PO

Oracle Fusion

HCM

Java

PROFILE SUMMARY

As a Senior Manager at Accenture, I specialize in leading global Salesforce programs that drive business transformation through scalable, innovative CRM solutions. With deep expertise in program and delivery management, I've successfully delivered complex, end-to-end Salesforce implementations across industries including Pharma, Automotive, IT, Staffing, and Consumer Goods. My experience spans the Salesforce ecosystem—Sales Cloud, Service Cloud, Health Cloud, custom solutions, and integrations—enabling me to architect and deliver solutions that align closely with business objectives and create measurable value.

What I bring to the table:

Proven track record in Salesforce delivery leadership across global enterprise clients
Strong stakeholder engagement and executive-level client management
Expertise in agile delivery models, governance frameworks, and risk mitigation
Cross-functional team leadership with a focus on collaboration and accountability

EDUCATION

1997 ○ B.Com
Mumbai University

WORK EXPERIENCE

Apr 2004 - Present ○ Senior Manager - Salesforce
Accenture Services Pvt Ltd

- Successful delivery of Salesforce / CRM projects (phased implementation) - Managing offshore Development function, delivering within Agile Development model - Strategy definition and managing the project Road-map / design - Project management - Coordinating release management / product backlog - Managing key business stakeholders and leading high level requirements gathering, process mapping. - Vendor management - Ensuring / overseeing Salesforce best practice - Responsible for executing project management functions associated with planning, scoping, estimation, tracking, implementation and Reporting. - Supervision and training of the team to perform at optimal levels. - Overseeing recruitment, training, and project assignment of new hires.

Angular 4

Automation

Selenium Webdriver

Agile Project Management

Aura

OTHER PERSONAL DETAILS

City   Mumbai

Country   INDIA

LANGUAGES

- English
- Hindi
- Tamil

Projects

1823 Days

Delivery Manager - Salesforce

Program Delivery Leader │ Global Salesforce Transformation
Provided strategic leadership across six global Scrum teams (70+ members), driving the successful execution of four Salesforce Go-lives—including two major and two minor releases—delivered on time and within budget. Served as the primary liaison between client stakeholders and delivery teams to ensure scope alignment, business value realization, and stakeholder satisfaction.
Oversaw end-to-end project management activities, including planning, estimation, risk tracking, execution, and executive-level reporting. Delivered concise, insight-driven weekly updates to senior client leadership. Led performance management, mentoring, and upskilling efforts while managing recruitment and onboarding to build high-performing, delivery-focused teams.

851 Days

Delivery Manager - Salesforce

Salesforce Delivery Leader │ Multi-Cloud Implementations │ Cross-Industry Expertise
Over the past 3.5 years, led a high-performing offshore team of 60+ professionals in delivering Salesforce solutions across multiple accounts in the Consumer Goods, Automotive, and Professional Services industries. Successfully managed and executed a portfolio of T&M and Fixed Bid projects, including complex implementations across Sales Cloud, Service Cloud, CPQ, Lead Management, and custom Lightning applications. Delivered consistent results using Agile and hybrid Agile methodologies, supported by DevOps and test automation frameworks to ensure speed, quality, and scalability in every engagement.

670 Days

Primevera Implementation including OPPM, Unifier and P6

Primevera Implementation including OPPM, Unifier and P6. The project involved implemeting OPPM, Unifer and P6 and also the integration of these modules.

18 Months

Oracle Capability

Work on Oracle Capability Test Offerings

212 Days

FI$Cal

PeopleSoft Finance Implementation Project

973 Days

Old Mutual

R12 ReImplementation Project

2038 Days

FiinTest

To create a Oracle EBS Testing Capability for AT&T that would be responsible to perform Regression Testing and Performance Testing for all their releases.

244 Days

MTB Gateway

This was a Financial Reporting Project.

COURSES & CERTIFICATIONS

- Software Diploma

- ITIL CERTIFIED VERSION 3

- Salesforce Certified Service Cloud Consultant

- Salesforce Certified Administrator (SCA)