

# MANOJ PATIL

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| DOB: 30 <sup>th</sup> DEC 1986                           | Nationality: Indian          |
| Visa: UAE Resident Visa till Feb 2027                    | Current Location: Dubai, UAE |
| Languages: Fluent in English, Hindi and Marathi (Native) | Notice Period: 30 Days       |

**SUMMARY:**

Salesforce Solution Architect with **more than 15 years of experience** driving large-scale digital transformation across Real Estate, government, Aviation, Logistic, Financial Services, and Public Sector industries. Expert in designing secure and scalable Salesforce ecosystems. Known for translating complex business needs into elegant technical architectures, mentoring high-performing teams, and delivering measurable business impact. Holds 11 Salesforce Certifications and 4 specialized certifications (DevOps Master, SAFe Agile, Scrum Master, ITIL V3). Recognized for innovation, leadership, and excellence by senior executives and global clients.

**CORE COMPETENCIES:**

**Salesforce App Expertise:** Data Cloud, Financial Services Cloud, Experience Cloud, Sales Cloud, Service Cloud, CRM Analytics, DocuSign, DrawLoop, HexaBMP

**Integration & DevOps:** SnapLogic, REST/SOAP APIs, Azure DevOps, Bitbucket, Jenkins, Git, SFDX CI/CD

**Development & Design:** Apex, LWC, Visualforce, JavaScript, HTML, CSS, SOQL, SOSL, Data Modelling, Security

**Leadership & Delivery:** Solution Design, Team Leadership (4–30 members), Stakeholder Management, Risk Mitigation

**Methodologies:** DevOps | Scales Agile Framework | Scrum Master | ITIL

**ARCHITECTURE & LEADERSHIP HIGHLIGHTS**

- **Architected scalable Salesforce ecosystems** for multi-department enterprise clients.
- Defined **target-state architecture, data strategy, and security models** ensuring compliance, encryption, and high availability.
- Built **DevOps pipelines (SFDX, Bitbucket, Jenkins, Azure DevOps)** improving deployment efficiency.
- Partnered with **stakeholders** to shape Salesforce strategy, ensuring alignment with organizational goals.
- Delivered **POCs and AI-led prototypes**, accelerating platform modernization and digital service delivery.
- Mentored multi-functional teams fostering innovation, technical solutions, and accountability culture.
- Led **risk mitigation and critical incident resolution**, ensuring project continuity and delivery excellence.

**KEY ACHIEVEMENTS:**

- Recognized for significant contributions with a **certificate of appreciation** presented by **His Excellency Mr. Khalifa S. Al Zaffin**, Executive Chairman, Dubai South.
- Earned 6 "**Star Awards**" at BMC Software India Pvt. Ltd.
- Secured **two Accenture Excellence Awards**.
- Delivered **90% NPS rating** for Experience Cloud implementation (US Bank)
- Runner-up in a hackathon at BMC Software India Pvt. Ltd.

**CERTIFICATION DETAILS:**

**Salesforce Certifications:**

- Salesforce Application Architect
- Salesforce Data Architect
- Salesforce Sharing & Visibility Architect
- Salesforce Identity & Access Management Architect
- Salesforce AI Associate
- Salesforce Platform App Builder
- Salesforce Platform Developer I & II
- Salesforce Tableau CRM & Einstein Discovery Consultant
- Salesforce OmniStudio Developer
- Salesforce Financial Services Cloud Accredited Consultant

**Professional Certifications:**

- DevOps Master Certified
- SAFe Agile Practitioner Certified
- Certified Scrum Master
- ITIL Foundation Certified

**ACADEMICS:**

- PG Diploma in Advanced Computing (CDAC) from the Institute for Advanced Computing and Software Development, Pune, India (2009).
- Bachelor of Computer Application (BCA) from Tilak Maharashtra University, Pune, India (2008).
- Training - **School of Technical Architect (Accenture), Scales Agile Framework, DevOps Master, Scrum Master, Snap Logic.**

**MAJOR PROJECT:**

Dubai South, Dubai (March 2023 - Present) (Contract – VRK IT Consulting FZE, Ajman)

*Salesforce Technical Architect / Consultant*

Project Title: Digital Transformation, Service Cloud, Experience Cloud

**Client: Dubai South Properties, Dubai South Freezone.**

- Architected the modernization of legacy Salesforce applications across multiple departments (Real Estate, Logistics, Licensing, Aviation, Energy, Health, Safety, and Environment).
- Transitioned 300+ manual services into a unified Experience Cloud portal—reducing in-person visits by 80%.
- Designed LWR-based single-page architecture with dynamic Lightning Web Components (LWC) for adaptive service rendering.
- Built an interactive visual ownership module for compliance and KYC operations.
- Implemented DocuSign and DrawLoop frameworks to digitize document workflows.
- Led third-party integrations (GDRFA, CID, EPI) for cross-government process automation.
- Conducted solution reviews, mentoring developers and enforcing best practices in scalable design.
- **Received formal Certificate of Appreciation for architectural excellence.**

**Virtusa Pvt Ltd (February 2022 – March 2023)**

***Technology Architect***

Performed the technology Architect role in **Salesforce Capability Global leadership team**, involving:

- Vendor selection, managing relationships, and cost management.
- Responded to RFPs by aligning Salesforce solutions with business needs.
- Built and customized solution prototypes to demonstrate business impact.
- Leading estimations, designs, and interventions in critical situations ("Code Red").

**Project Title: ESG Health Einstein Analytics (Environment, Social & Governance) – Asset Development**

**Client: Virtusa Wealth Management Customers.**

- Present the Idea of ESG Health check asset to leadership.
- Implemented and orchestrated the solution for ESG Health Asset for Virtusa.
- Developed ESG sustainability dashboards for wealth management, enabling understanding of client behavior towards ESG.

**Project Title: Transformation Contact Center**

**Client: UnitedHealth Group, USA. Health Cloud Domain.**

- Consolidated and transformed multiple contact centers with large call volumes.
- Built Unified contact center application on Service Cloud.
- Developed caller validation app using Omni Studio.
- Implemented Service Cloud voice integration using Amazon Connect.

**Accenture Solution Pvt Ltd (March 2018 – February 2022)**

***Application Development Associate Manager***

**Project Title: Financial Services Cloud**

- Led transformation from CRM Dynamics to Salesforce FSC, improving personalized banking journeys.
- Managed 22-member team, driving solution workshops and module delivery.
- Designed Financial Personality Assessment, Lead Management, and Colleague Desktop—boosting banker efficiency by 50%.
- Implemented a solution framework for auditing and reviewing vital changes in customer data by various teams which has more than 15 flows and over 500 pathways to identify and review.
- Implemented robust DevOps pipeline (Azure DevOps + SFDX) for cross-departmental releases.
- Led solutioning workshops with business users to map challenges to Salesforce capabilities.

**Project Title: Service Cloud/Lightning Communities/Experience Cloud**

- Led project for a subsidiary of a well-known US bank, focusing on account holder rewards and redemption.
- Served as Project Lead and Architect, overseeing 30 resources from four teams
- Architected Rewards & Redemption portal integrating Salesforce, Heroku, PostGreSQL and Informatica.
- Designed critical modules—Rewards Redemption, Community Forums, Knowledge Base, SSO, SMS/CSAT integration.
- Implemented Continuous Integration and Continuous Deployment (CI/CD) using Azure (VSTS Teams) and SFDX.
- Experience site has got more 90% promoters score in NPS in a year since go live.
- **I received two Excellence Awards during my tenure on this project.**

**BMC Software India Pvt Ltd. (April 2013 – February 2018)**

***Staff Application Developer***

- Led Service Cloud migration from Remedy, providing 360° customer visibility and boosting CSAT to 4.2/5.
- Built CPQ Deal Scorecard and Approval Management engines, optimizing sales deal cycles.
- Implemented Coveo search engine for knowledge base search,
- Utilized Snaplogic for data migration of major objects in service cloud, also migrated 100K KB Articles form multiple system to salesforce
- Pioneered CRM Analytics dashboards for account health tracking.
- Received multiple **Star Awards** for innovation and leadership.

**Emergys Labs Private Limited (Formerly known as VyomLabs Pvt Ltd). (March 2010 – April 2013)**

***Sr. Engineer***

**Project: One3 Customer Service Remedy Application**

- One3 Application was a comprehensive tool encompassing Customer Support, Quality Management, and other functionalities for internal and external BMC customers.
- Responsibilities included enhancements, bug fixes, and server maintenance of this custom BMC Remedy Application.

THANK YOU!