



**Vidya Pradeep Ragunathan**

[Vidya Pradeep R | Portfolio \(site.com\)](#)

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With over 21 years of experience & capabilities include Excellent Skills in enterprise and cloud applications. Based on the experience and area of expertise, seeking for a role in working with managing a marvelous team in cross-functional products.

#### Certificates :

- Salesforce – Certified Associate
- Salesforce - Certified AI Associate
- Salesforce – Udemy Certified
- NICE - CXone, RTS, WFM, Engage, NTR, Nexidia, DEF, ETK etc.,
- Aspect, Witness Product Certifications
- Data Science, Python , ReactJS Certified Developer – W3Schools
- Databricks – ML With Apache Spark
- AWS Certified Cloud Practitioner
- Amazon Connect and CCP
- CCSMP
- Programmed ML, AI & Data Science

#### Strengths

**A natural problem-solver – love to face issues head-on!**

**Love hospitality. Passion for this industry is unbounding and want nothing more than for it to succeed.**

**An aura of patience and reliability to every situation.**

Strong experience in Applications Management on Agile & Scrum methodologies.

Strong leadership capability including strategic thinking, conflict management, analytical, problem solving, outstanding communication & presentation skills on Salesforce, CRM & technologies.

Setting quarterly goals (OKRs) that inspire the team and meaningfully contribute to company goals.

Reporting commercial impacts of area to senior leadership and the wider business.

Working to contribute to the long-term vision.

Experience with tools and working with required datasets, reviewing changes as a GREEN team member for Data privacy

Determining the priorities of deliverables across the team

Creating and maintaining the roadmap and funding

Partnering with key stakeholders - internal leaders, Senior Managers, and Delivery Managers

#### ANZ Bank – Team lead

Aug 2019– Present

#### Roles and responsibilities:

Design new Salesforce projects, CRM, PABX, SIP, SIPREC, SBC, WFM, Nexidia (NICE product suites) for sites including the DR

Main point of contact for Projects & Product implementation, Research, Onboarding & Servicing

Account management, enjoy technical troubleshooting, work with off shore teams, provide technical support

Implementation and identifying solutions, DB optimization for the needs and have experience making recommendations.

Build and maintain strong, long-lasting venue relationships by acting as a trusted advisor to key stakeholders.

Actively contribute by recommending operational improvements within a venue to drive business and customer outcomes.

Work closely with internal teams (Sales and Engineering) to align with internal service level agreements.

Document Architecture design patterns, roadmap, product life cycle, licensing information etc.,

#### Achievements :

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Project manage the successful delivery of Customized Salesforce, WFM, Contact center solutions for Cisco, Genesys, NICE and other open-source CRM.

Managed offshore engineers, Business partners, Business Analysts by working with Product owners and service managers and in country teams and vendors and implemented more than 2 changes per week that lead to improvements in the process for incidents, change management, GRC etc.,

Did ensure the feedback from sales, operations, customer service and technology are incorporated through right channels leads to customer success on the product roadmap

Mentor and work with cross domain teams to ensure the stories are progressed effectively on priority items

#### **Alvaria – Implementation and Support Lead**

May '18 – Aug 2019

Roles and responsibilities:

Build up practices that ensure code reviews, ensure code quality and security.

Automate and orchestrate deployment, testing, and monitoring process.

Monitoring and measuring customer experience and KPIs.

Development of Statement of Works to engage external partners.

Achievements:

Develop Proof of concept and prepare minimum viable product as per the requirement for Noble product suites including mobile implementations first time in APAC

Setup exports and imports via ETL process for reporting from/to Salesforce via Jobs

Define new LWC pages, resolve open incidents, work rule, process etc., for Contacts & Accounts in the service cloud for the Salesforce users

Build teams and mentor them to facilitate business needs to have the implementation team ready to have new products deployed.

Setup labs for the POC through VMs that can be enabled any time for the customers.

#### **NICE, Salesforce – Client Services Lead**

Nov 2014 – May'18

Roles and responsibilities:

Maintain, Negotiate contracts for BPs & customer on maintenance & deployment of resources

Recruit, provide dedicated onsite & field resources, and manage operational issues with BPs and customers

Create new plans, documents and strategy for maintenance

Act as an Escalation manager in tracking issues, bring new additional values for the company and individuals

Implement and work on Agile projects with Partners and Direct Customers based on criticality and provide updates to customers & internal teams until resolution.

Achievements :

Resolved several issues for the customers, enabled teams from RED to Green in few months.

Create Automation Suite for Products developed in Salesforce using Jmeter, testNG/ Junit

Ramp up new team for development & testing, set KPI for new team members

Create new process using JIRA, Confluence, and other tools relevant for development!

#### **Solutions Architect (Nice, Satmetrix) [2007-2014]**

Expose APIs in Java based platform as core developer with oracle as backend.

Schedule data through API's for specific exports

Integrated Salesforce cloud with Satmetrix [net promoter score] Survey Products (Xperience, NPSGO, Spark Score) using Pentago (ETL) API's, Apex Classes, Batch JOBS & REST Web services.

Created provisioning/de-provisioning product APIs on REST web services in salesforce, Dynamics CRM which creates domains based on inputs and approvals and sends xml to java framework on Tomcat, JBoss in UNIX environment.  
Created solution package using Jscript in Microsoft CRM for survey solutions which interacts with web services in 30 days.  
Consume web services in the product and create products in HTML, CSS, Servlets and Postgres  
Perform hardening for Windows servers and modify Database scripts  
Work on sentiment analysis API to retrieve results in to SFDC, Dynamics CRM cloud on specific Objects for Dashboard usage  
Design Client server systems in VB, VB.net for identifying the licenses used by customers in CRM products Developed survey builder on JSP, Servlets & Postgres with JavaScript, HTML which interacts with Xperience products based on web services which helps professional services team, Robotics, design surveys, invitations, alerts and reminders etc.,  
Salesforce: Develop Custom Objects, Rest web service, Apex Class, Visual Force pages, Batch Jobs, workflow as per the requirement  
Work on Self-service model as UI developer in creating PDF versions and using JQUERY, HTML5 and JSON to perform CRUD operations in UI self-service page

#### **HCL Infinet, Verint Systems – Technical Lead**

July'03– Apr '07

Products - eQuality balance, Aspect, eWFM, SQL, postgres, Unify recorders, Contact Store IP, Unify scripts, SQL server.  
Other Platforms & Products: Java, backup Media, Storage, DNS, Active Directory

Implement & Resolve issues in eQuality Balance (Witness) & Blue Pumpkin products by working in parallel with R&D Team  
Work with Partners and customer sites in providing them inputs about installation, configuration & documents.  
Configure Dialogic cards based on PABX, witness product on VOIP/Traditional PABX like Nortel, Cisco, Avaya, Siemens etc.,  
Perform SP Upgrades to new versions in Java related servers, Dialogic card drivers remotely and on site!  
Work with CISCO PG servers to get CTI Events and parse them using Unify software and send it to Recorders.  
Develop VB forms for evaluating and playing back recorded calls from WAV format with MSSQL as backend.  
Recruit new resource, roster, mentor junior engineers and track progress of resources!

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