


## VIVEK SHARMA

An enthusiastic & high energy driven professional pursuing top level assignments as **Technical Architect** in **IT** industry with an organization of high repute

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### Profile Summary

- A goal-oriented IT Professional with **over 15 years** of experience in successfully delivering very large-scale enterprise IT programs end-to-end with focus on **technical architecture and program management** in compliance with organizational IT guidelines.
- Working as **Scrum master** facilitating **Scrum ceremonies** (Sprint Planning, Daily scrum call, Sprint Retrospective, Sprint Review and Demo), backlog refinement and User story grooming; tracking and removing impediments with proven track record of increasing individual efficiency and **team velocity** & nurturing team with **zero defect/bug mentality**.
- Working as Scrum master but not limited self to scrum ceremonies instead provide guidance to scrum team in making functional and technical decisions and driving strategy and vision across teams.
- Coaching team in agile values and principles and representing project in assessment of agile maturity.
- **Successfully managed a large team of over 40 FTEs**; possess excellent knowledge of **Service Cloud, Sales Cloud and Salesforce Lightning, IBM Sterling CPQ and IBM Sterling Integrator**
- **Skilled in mapping clients' business requirements and translating these requirements into functional specifications**, services, and custom solutions with successful project execution and ensuring that solutions are scalable, extensible, and maintainable moving forward.
- Expertise in design and development of **Salesforce/Lightning, Sterling Configure Price and Quote (CPQ), B2B Integration, Oracle PL/SQL**
- Implemented Software configuration Mgmt., SFDX, VSCode GIT and branching strategy for DevOPS.
- Technical background with an ability to understand various Salesforce offerings and product features at a high level and provide technical leadership to the development team of agile software developers to create, maintain, and enhance diverse software systems.
- Experience architecting solutions with **CPQ** functionality
- Collaborates with Solution Management to develop functional workflows and business rules (RICEFW)
- Establish and manage engineering processes, best practices, and continuous improvement, aligned with Agile-Scrum methodology
- **Significant experience of working with diverse clients and technical teams across multiple time zones for executing projects** with focus on project coordination, documentation, business reviews and presentation.

## Core Competencies

Technical Architecture ★★★★★  
Salesforce ★★★★★  
Sterling Integrator ★★★★★  
Scrum Methodology ★★★★★  
Database Design (Oracle) ★★★★★  
Team & Stakeholder Management ★★★★★  
Requirement Gathering & Analysis ★★★★★

Data Load & Integration ★★★★★  
Salesforce Lightning ★★★★★  
Sterling CPQ ★★★★★  
Project Management ★★★★★  
  
Release Management ★★★★★

## Business Competencies

- Supply Chain Management
- Sales – Opportunity Management
- Subscriber Management System
- Services – Case Management System
- Resource planning
- Sales – Quote Management
- Order Management System
- Services- Advanced Services

## Technical Skills

- Salesforce Sales and Services Cloud
- Managed Packages (Financial Force PSA and Field Service Lightning)
- Gentran Integration Suite, IBM Sterling Integrator
- Sterling CPQ
- MuleSoft, Vitria
- Siebel
- Informatica
- Oracle PL/SQL
- Java
- SOAP/REST, XML, XSLT, XSD
- QC, Eclipse, NetBeans, MS Project, VS Code
- XML Spy, Win SCP, File Zilla, BMC Remedy

## Challenges Overcome

- Trained in Java, assigned to Siebel CRM project. Crossed skilled by self-learning Siebel, Vitria and Portal
- Took up challenge of taking up Gentran/Sterling Integrator developer from Siebel CRM support. Trainings and self-learning helped establishing as GIS/SI SME at Onshore.
- Data Migration for supply chain in Merger: Functional knowledge of supply chain system and Oracle PL/SQL knowledge and continuous learning of new tools/technologies helped in successful migration.
- Transformation project from Legacy to Salesforce CRM, Sterling CPQ and SAP ERP system: Worked with SAP consultants and established self as Architect by designing end to end Integrations and Data migrations at onshore.
- From handling smaller teams, handed over team of 40 for project management – With technical and functional competencies and soft skills did an excellent job in client and resource management.
- Handed Scrum master role from Salesforce classic to lightning and managed packages managing different vendor teams – Gone above and beyond expectations and increasing my knowledge across functional and technical skills and development methodology with continuous learning blended with soft skills.
- Living up to the quote “The only constant in life is change” have excelled in challenges faced irrespective of technical/functional/business/role changes.

## Soft Skills



**Growth Path:**

Since 2015	Technical Architect and Scrum Master
2010 - 2015	Data Migration and Integration Tech Lead
2005 - 2010	Software Engineer

**Technical Architect and Scrum Master**

**Tool and Technologies:** Salesforce, Salesforce Lightning, Managed Package (FF PSA, FSL), MuleSoft, LWC, SFDX, Rally, GIT, VS Code

**Key Result Areas:**

- Working as **scrum master** on a **Salesforce Lightning multi-vendor** project but not limiting to the role; facilitated and provided **guidance for functional and technical platform solution** for Salesforce **Sales** and **Service** cloud on both classic and lightning platform and **Financial Force Professional Service Automation (PSA) and Field Service lightning (FSL)** managed packages.
- Mapping requirements & providing best **solutions** involving evaluation and definition of **scope, pricer and proposals, client management, scheduling, budget and resources** of projects; leading projects from inception to implementation across Sales & Service Cloud.
- Collecting project **estimates** in coordination with the Team Leads and ensuring timely completion and delivery of project with focus on timely closure of deals by facilitating solutions, pricing, roll-out & financials for Salesforce Classic & Lightning Projects.
- Suggesting corrective action plans in order to support Technical team, identifying needs for **training** and conducting knowledge sharing sessions with team members on product and its modules.
- Liaising with Product Owner and other Scrum Masters to develop **release calendar** and timeline, release tracking and required documents; spearheading timely project release to live environment.
- Coordinating with Product Owners to resolve issues and managing escalations; spearheading various functions to ensure **on-time delivery** and deployment procedures as per the SLAs.
- Managing the implementation phase by formulating **project plans, planning resources** and resolving issues arising due to scope creep or other technical matters.
- Analyzing user needs & application requirements to determine feasibility within time & cost constraints; **guiding** teams/clients on product and its requirements.
- Preparing and sharing project progress reports with management on **burn down progress, velocity** and release updates.
- Interviewing & recruiting** new employees as per the process requirements.
- Managed a **team of 40** members including Software Engineers, Leads and Testers, facilitating Scrum Ceremonies including daily stand-up, spring planning, sprint reviewing with demo and retrospective.

**Highlights:**

- Worked at various **Onshore locations at Washington DC and Connecticut for 7 years** for successful project execution
- Successfully **conducted 5 Scrum Master Training** within Accenture Project
- Prepared **content for IBM Sterling Commerce Training** for Accenture
- Successfully managed team of **40 members** and received **various appreciations** from clients for smooth project execution.
- Implemented SFDX in project to streamline Developer experience** by connecting Salesforce Org, VSCode & GITHUB.
- Implemented appropriate methodology to add value to clients' deliverables**; worked with clients in **identifying improvements in deliverables**; developed methods to achieve delivery of desired results.
- Gathered user feedback; provided corrective action plans** and changes required for prototype development.
- Provided regular training and knowledge sharing sessions related to products to both team and clients** to ensure proper installation, deployment and post-installations services

**Data Migration and Integration Tech Lead**

**Tools and Technologies:** IBM Sterling CPQ 9.3, IBM Sterling Integrator (5.2), SOA, SOAP, Oracle, PL/SQL, Java, XML, XSLT, XSD, Informatica, Wiki, Jira, Crucible, SOAP UI, XML Spy, Win SCP, File Zilla, BMC Remedy, QC, Eclipse, MS Project

**Key Result Areas:**

- Implemented **IBM Sterling CPQ in Opportunity to Order (OTO)** Process and Telematics in Sirius XM Supply Chain; completed multiple integration and data migration project.
- Led **CPQ data load and master data interfaces from SAP** Material Master (Item), Customer and Pricelist Data using custom and OOB APIs.
- Managed the overall **master data strategy**, design, build, load, and management for master data conversion and interfaces into CPQ.
- Defined **release schedules** for Supply Chain Team by creating and maintaining the estimates, project plan.
- Directed complete project functions including **designing project plan, production deployment plan** and production outage plans for GIS upgrade project.
- Headed **Data Migration** Team and upgraded Application Server and GIS Development during System Integration in a merger while leading a team of 2 On-shore and 2 Off-shore resources.
- Executed **scope, planning, designs, data mappings, data profiling, GIS coding, Informatica workflow**, reviewing GIS code and Informatica workflows, validating the SQL scripts used in Informatica to ensure functional requirements are met.

## Software Engineer

**Tools and Technologies:** Gentran Integration Suite (4.0, 4.2), Siebel, SOAP, Oracle, PL/SQL, XML, XSLT, XSD, SOAP UI, XML Spy, Win SCP, BMC Remedy, QC

### Key Result Areas:

- **Gathered requirements** in coordination with clients and directed complete functions of development & testing lifecycles using GIS with focus on enhancing performance.
- Enhanced existing business processes to capture new business requirement using **GPM** and **BPML**.
- Mapping using **Map Editor** for SQL to SQL maps.
- Worked on **PL/SQL**, created stored procedures and SQL queries.
- Upgraded and configured Gentran Integration Suite 4.2 to Sterling Integrator 5.2.
- Used Adapters and Services as CLA2, LWJDBC, XSLT, Mailbox, Translation, Communication and Messaging Adapters (FTP, HTTP) in business processes and development of maps.
- Acquired new Trading Partners and maintained existing Trading Partner Profiles.
- Provided production support of Subscriber Management System using Siebel (CRM), Vitria (MW) and Portal (Billing System).



## Certifications & Trainings

- **Salesforce App Builder** from Salesforce
- **Salesforce Administration Essentials for New Admins (ADM 201)** from Salesforce
- **Scrum Master (CSM)** from Scrum Alliance
- **IBM Sterling Selling & Fulfilment Foundation Item and Pricing Configuration** from IBM
- **IBM Sterling Selling and Fulfillment Suite Extending the Application** from IBM
- **Application Designer Certification:** certification program developed with the Massachusetts Institute of Technology (MIT) Professional Education Office
- 5 days training on '**Gentran Integration Suite Data Mapping and EDI Processing**' from Sterling Commerce
- **Devops Academy Training** from Accenture



## Personal Details

**Date of Birth:** 20<sup>th</sup> June 1981

**Languages Known:** English and Hindi

**Present Address:** Flat - 361, DSR Woodwinds Apt, Sarjapur Road, Bangalore