



# Vixit Bhardwaj

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Seasoned IT Architect with 22 years of experience in IT. I bring strong SDLC experience and am passionate about cloud technologies. My extensive background in Salesforce clouds coupled with a proven track record in Agile environments, Designing and implementing effective, innovative solutions that drive operational efficiency and sales growth.

## Salesforce Expertise:

- 16+ years of experience in Salesforce solutions architecture and technical consulting with a focus on automation, seamless system integration and committed to enhancing CRM capabilities and improving data accuracy and system reliability
- Hands-on experience in Sales Cloud, Service Cloud, Knowledge Management, Community Cloud, Collaboration engagement, with a solid understanding of larger enterprise systems and their integration into Salesforce ecosystems.

## Technical Proficiency:

- Strong understanding of data modeling, data integration, and identity resolution.
- Understanding of when/where to leverage Salesforce development languages (Apex, Visualforce, Lightning Web Components, JavaScript, SOQL, Flows, Agentforce, CRM Analytics, Apttus CPQ and Conga CLM).
- Exposure to MuleSoft Any point Platform, and Tibco Cloud Integration.

## Professional Experience

### **Principal Architect: (04/2022 – Present) - Cognizant Technologies Solutions, USA**

**11/2024 – till Date**

**AI Bill Analyzer - DIRECTV, USA**

The goal is to add AI functionality (An assistive agent) for the customer service executive. The assistive agent creates a summary of total bill changes over the 6 months for a specific account's based on the data retrieved using MuleSoft API from 3 different billing systems.

AI Bill Analyzer explains how total bill has been increased / decreased or stabilized over the time. It also summarizes the key changes in each category (Services, Events, Equipment's, Taxes and Fees)

**08/2025 – 10/2024**

**Einstein Article Recommendation – DIRECTV, USA**



DirecTV360 Team plans to improve knowledge search articles based on the previous closed case, for this purpose we enabled the Einstein Article Recommendations that uses data from previously closed cases to produce more accurate recommendations in a matter of seconds.

To measure the success, the relevance score (% score) for Einstein Article Recommendations tells the agents how relevant an article is to a customer's case.

**03/2024 – 08/2024**

**Knowledge Management System – DIRECTV, USA**

DIRECTV strives to deliver Knowledge Base in the service cloud for community users which encompasses Trending Articles, Featured Topics and Favorite Articles, Configuring Experience Cloud, creating custom Lightning web components, designing user interfaces and integrating with external systems using the MuleSoft API's. KMS ensures all your knowledge resources are stored securely and only the right members have a proper access along with the self-service capabilities.

**05/2022 – 12/2024**

**Event Management System - Bloomberg New Economy, USA**

Leading the CTS Technical Team for Bloomberg New Economy Forum and providing both oversight and hands on contributions for design, data modal, configuration, custom development, data migration and integrations.

- Scaled the application from single-event to multi-event platform to execute parallel events and manage respective registrations to safely collect, process and transmit the sensitive data of delegates and staff to law-enforcement teams for background screening.
- Gather insights of the delegates and their attendance history and demographic information and ensure that regulatory restricted data is accessible only to the individuals who have right level of access.
- Provide the flexibility to delegates to update their Profile Picture, Health Information (including Covid Certificates), Travel Information, Hotel reservations, group sessions and delegate sessions!
- Developed the reusable and sustainable solutions for BNE future events and cultivating relationships via BNE Connect.
- Process automation and manage communication and activities between the delegates and organizers/BNE admins.

**Salesforce Technical Architect: (09/2014 - 04/2022) - ATOS Inc., USA**

**07/2021 – 04/2022**

**Contract Lifecycle management solution - Cummins Inc., USA**



Cummins Inc. a global power leader that designs, manufactures, sells and services diesel engines and related technology around the world. Cummins serves its customers through its network of 600 company-owned and independent distributor facilities and more than 7,200 dealer locations in over 190 countries and territories. The Objective of this program is to design in salesforce and implement an End-to-End Contract Lifecycle management solution.

**10/2020 – 06/2021**

**Incentive Management System (Retail / Commercial)** - *Daimler Truck North America, USA*

Architect and develop to support the objective to replace the existing manual compensation calculation systems Motiva and provide a web-based solution to calculate the incentives of Retail and Commercial banking executives and provide the capability of forecasting their incentives for respective cycle.

**04/2020 – 09/2020**

**Remote Data Capturing** - *Daimler Truck North America, USA*

Work with FTB Commercial LOB to capture functional requirements for Remote Data Capturing and develop a **Cloud application** to support bank executives and initiate the sales process to invoke products and services, information capturing, signature capturing, Contract generation, integrate the process with BPM processes and monitoring the different stages of process at the Salesforce Dashboard.

**07/2019 – 03/2020**

**APC (Remedy Ticketing Application - POST)** - *Daimler Truck North America, USA*

Migration of Remedy Ticketing Application, an application is for External Users (Dealers) where the dealers submit the tickets for pricing request, order status integrated with SAP to retrieve real time feed to better investigate the issue and potential resolution.

Application covers three areas:

**Order I'm Trying to Place**

Checks before placing the orders on pricing, material load or other issues.

**Existing Orders**

Existing order status, Estimate shipping dates and Tracking.

**Order Received**

Packaging deficiency, Pricing discrepancy, Vendor returns, PDC returns, Shipped shorts.

**07/2018 – 06/2019**

**Quick Quote (After Market Commitments)** - *Daimler Truck North America, USA*

This Application is for DTNA Internal Users (Front Desk Team / Business Agents) and External Users (Dealers / Community Users). Additionally, we have a category of IT Admin (Backend) Users who decides prices of products and publish timely reports for forecasting.



Application covers two areas of After Market Commitment

#### **Extended Coverage**

Helps dealers to control up front cost and manage unexpected repair costs. Extended Coverage is available for the Transmission, Clutch, Axles, Detroit Engines and Truck Chassis

#### **Preventive Maintenance**

Help dealers to choose the Schedule Maintenance (Engine Oil / Filter Change, Oil Analysis, Chassis Lubrication), Regular inspection (115 Point inspection, Filter Change, Coolant Analysis) and Add-on Services (Drive Belt, Air Dryer, Power steering and Air Filter Services).

**05/2016 – 06/2018**

**Account On-Boarding – AMEX, USA**

With objective to meet the number of hurdles because of people, process, system and data in establishing an efficient client on boarding framework and the objective was to evaluate the new clients, setting up credit process compliance, ensuring agreement on legal terms, opening of a new account and making the client “trading enabled”.

The Association journey of Account Opening and Client on boarding covers the users from Sales Relationship Manager, Executive Team, Account Setup Team, Legal and Compliance Team, Data Operation Team, Trade Support Team and Custodians.

**10/2015 – 04/2016**

**iPad Selling Experience - The Home Depot, USA**

The objective is to keep all necessary information at the fingertips of field agent. Make agent aware with client's interest on products, location and availability of inventory, warranty status, pricing quotes etc. This iPad solution provided agents to setup and modifies client appointments, track the lead status, capturing signature, review the contract and offline sync capabilities using iOS Platform.

**09/2014 – 01/2015**

**Estimation Tool and Analytics Engine – Syntel Inc., INDIA**

This tool is used to estimate the amount of time required in various modules within a Salesforce project. Finally generate the reports and helps estimate the implementation via Agile and Waterfall methodologies.

Provides, develops and distributes economic research, quantitative risk assessment products and services and credit processing software for banks, corporations and investors.

**Salesforce Solution Architect: (05/2011 - 09/2014) - IBM India Pvt. Ltd., INDIA**

**01/2013 – 09/2014**

**Telecom CRM Project (Aspect Dialer-Merchant Force Integration) - SPAIN Call Center**



This project consists of core CRM implementation projects in Salesforce involving complex requirements and reverse engineering on existing functionality for Account Setup and enhancements

Main features like integration with the Aspect Dialer, ETL Feed from legacy system and Batch Job and Back feed files to legacy system and complete CRM Solution This custom application which deals around Campaigns, Leads, Accounts, Opportunities, Account Local Currency, Outcome and Call History

**06/2011 – 12/2012**

#### **Custom Applications - Hongkong Insurance**

A custom application which deals around Campaigns, Leads, Accounts, Opportunities and Products. Web Services exposed by SFDC to keep track of the client application in the Sales cycle of their Home Equity Line of Business. The Project had an agile methodology where there are monthly and quarterly releases covering the complete SDLC lifecycle.

**Salesforce Consultant: (04/2010 - 05/2011) - WIPRO Technologies Ltd., INDIA**

#### **Leading Energy Distributor in USA**

Implementing salesforce.com and Big Machines, both are on-demand software solutions for CRM, SFE, customer service, and product configuration and proposal generation. Both will be rolled out globally and will be used by Sales and Commercial Operations resources to tracking pipeline, hold customer and competitor information, configure services and products, evaluate deal risk, and to create proposals for external customers.

The main essence of application is with Quotes functionality which is built by using AppExchange product Conga Mail Merge.

#### *Selected Achievements*

- Project become the showcase for integration

#### **A Microfinance solution for Janalakshmi Financial Services**

Urban microfinance institution (MFI), with the promoter stake held in the not-for-profit entity Social Services. To craft more complex packages as a service for MFI's company is offering different products to the customers

#### *Selected Achievements*

- Business was able to accept the new suggestions through flexible business processes

**Lead Java Developer: (11/2006 - 04/2010) - Accenture Service Pvt. Ltd., INDIA**



## Education

### **Master of Computer Applications (06/2000 - 12/2003)**

*IGNOU, New Delhi, INDIA*

### **GNIIT Three year's Computer diploma (07/1997 - 04/2000)**

*NIIT Ltd. New Delhi, INDIA*

### **Master of Science in Mathematics (07/1995 - 06/1997)**

*Meerut University, Meerut, INDIA*

## Certifications

Salesforce Certified Associate

Salesforce Certified AI Associate

Certified Salesforce Force.com Developer

Certified Salesforce Platform App Builder

Certified Salesforce Administrator

Sun Certificated Java Developer

