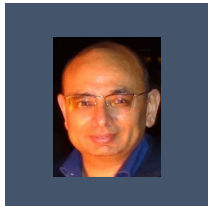


Vixit Bhardwaj – Technical Program Manager



5 x Salesforce Certified



Profile Summary - TPM

- Detail oriented Salesforce Technical Program Manager with extensive experience in leading enterprise scales programs across Sales Cloud, Service Cloud; Experience Cloud and Custom Lightning Solutions
- Tracking overall PI progress across all products - Active and KLO
- Monitoring POD-wise Sprint progress, velocity, identifying and resolving roadblocks
- Participating in Partner business roadmap and review to identify the possible impact on A&C Products
- Expertise includes integration strategy (REST / SOAP, MuleSoft) Data migration, security & compliance, DevOps and Salesforce best practices.
- Working with Architects to translate complex business requirements to solutions

Client Stakeholder Management

- Stakeholders' interaction & executive communication
- Vendor and Resource Management
- SPOC for Salesforce Technical team
- Agile/Scrum Leadership
- PMO Governance and Change control
- Project Estimations and implementation Strategy

On-shore and offshore coordination

- Overseeing output and progress of onshore and offshore work across PODs
- Leading daily stand-up with internal Cognizant and POD-wise meetings
- Identify and address Release Mgmt. DevOps issues
- Managing attrition and backfill to maintain sprint velocity

Relevant Experience

Program Manager for a leading Energy Client

- Led end-to-end delivery of multiphase salesforce transformation program
- Set governance framework (release calendars, change approval process, DevOps standards, cross team communication channels etc.)
- Designed and developed the data model and end-to-end architecture ensuring that the data flows seamlessly between the related systems.
- Designed and developed a 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
- Oversaw full lifecycle of data migration initiatives (mapping, cleansing and ETL validations) across multiple orgs, ensuring zero data loss and smooth business continuity
- Responsible for code review, Solution for Spaghetti Apex(duplicated and non-bulkified logics), optimize the existing configurations
- Work closely with client partners, technology data vendors and cross functional teams to design, develop, adopt, and manage modernization programs of client architecture and data quality management.
- Write complex queries and perform data analysis, analyze application issues or process failures
- Analyze scope of work, Requirement gathering and working closely with onshore team and client.
- Articulate business problems and participate in the development of conceptual and logical architecture
- Identify all areas where improvement can be made ex: memory leakage, hard coding removal or coding standard were not followed.
- Estimation for Jira stories and elaborate the stories on Jira.
- Ensure on time delivery of modules as per committed timelines.
- Expand all existing implementation including integration for new business and closely worked with other interface team to implement it.
- Responsible for QA/UAT completion for all stories as per sprint plan and complete it on time along with issue resolution.
- Managed program risks issues, dependencies and budgets, improving transparency through dashboards and communication plans for executives and steering committees