Pradeep S Kotegar

⚲ Bangalore, Karnataka

☎ +91-9986516019

✉ pradeep.skotegar@gmail.com

SUMMARY

With a total of 15 years in IT, including over 6 years dedicated to Salesforce technology, I specialize in utilizing Sales & Service Cloud to optimize business operations. My skills encompass Salesforce CRM Administration, customized solutions, and successful CPQ implementations.

EXPERIENCE

Tata Consultancy Services, Bangalore – ASC   [Jan 2022 – till date]

SHV Energy, Netherlands

- Overseeing the Incident and Change Management processes for SHVE CRM applications.
- Participated in Salesforce Sales and Service Cloud implementations tailored for the Poland, Italy and US business units.
- Managed monthly sprint release and deployment processes utilizing DevOps center pipelines.
- Engaged with market owners to resolve concerns and mitigate risks related to business-as-usual operations.
- Collaborated with integrated system owners to address recurring issues.
- Actively participated in Sprint planning and solution direction discussions.
- Offered team mentorship, supported as required, managed project logs, and ensured completion of action items.

Swiss Reinsurance Company Ltd, Switzerland

- Performed administrative tasks, configuration and customization tasks for the Corsales application within the SwissRe.
- Managed onboarding and offboarding processes for business users based on requests.
- Generated weekly production data extracts.
- Addressed enhancement and production incidents using SNOW (ServiceNow).
- Provided guidance and support to ensure smooth business-as-usual (BAU) operations.
- Developed Standard Operating Procedures (SOPs) for business users.

Accenture India Pvt Ltd, Bangalore - Technical Lead   [Nov 2019 – Dec 2021]

Southern Glazer's Wine and Spirits, USA

- Interacted with developers, project managers and others to help ensure high quality and timely software delivery on project implementation.
- Implementation of Picklists, dependent picklists, lookup, junction objects, master detail relationships, formula fields to custom objects.
- Built and maintained dashboards for sales, account and sales rep performance.
- Offered platform administrative support, handling daily maintenance tasks, general assistance, and enhancing existing applications and processes.

Walmart, USA

- Collaborated with various teams to ensure timely software delivery.
- Supported multiple global markets in FM/CM modules.
- Managed security settings for user access.
- Created portfolios, lists, and record hierarchy.
- Monitored daily jobs and provided quick fixes.
- Resolved production incidents, performed RCA, and implemented solutions.
- Handled Sysadmin tasks and managed system outages/maintenance..

Certifications

- Salesforce Certified Admin.
- Salesforce Certified Advanced Administrator.
- Salesforce Certified Platform App Builder.
- Salesforce Certified Platform Developer
- Salesforce Certified CPQ Specialist
- Salesforce Certified Sales Cloud Consultant
- Certified Scrum Master.
- Certified in Db2 Fundamentals.
- Certified IBM TRIRIGA Application Developer.

Skills

Salesforce CRM ★★★★ ☆

DevOps Center ★★★☆ ☆

DocuSign ★★☆☆ ☆

DB2 ★★★★☆

IBM TRIRIGA ★★★★☆

Tableau ★★☆☆ ☆

Tools

Azure Board, Service Now , JIRA, GitHub Confluence, HPSM, VSCode Editor, Salesforce Inspector, Workbench

Management Capabilities

- Effective team leadership and guidance.
- Engaged with global customers for diverse projects.
- Collaborated with pre-sales for contract approval.
- Defined project scope, tracked progress, and reported.
- Broke down components into stories, managed logs.
- Maintained effective stakeholder communication, adapted based on feedback.
- Delegation and resource allocation.
- Change management and adaptability.

IBM India Pvt Ltd, Bangalore – Technical Lead   [Jan 2015 – Nov 2019]

ISS World UK
- Enhanced the OOTB TRIRIGA features to comply with the ISS Accessibility compliance.
- Created the Portfolio data, Security roles and user groups.
- Provided access to user roles and functional roles.
- Fine-tuned the queries to improve the performance.
- Created or modify the Workflows as per the need.
- Developed the Complex BIRT reports as per the customer need.

Walmart, USA
- Interacted with stakeholders to elicit, help articulate and document business and reporting requirement for TRIRIGA upgrade project and translate into development and delivery of the final product.
- Developed/enhanced TRIRIGA PM module features and resolved defects.
- Created, modified custom reports and queries using TRIRIGA Report Manager.
- Designed workflows, state transitions aligned with business logic in IBM TRIRIGA.
- Designed custom Business Objects, Fields, Associations, State Transitions, Workflows, Forms, Lists, Queries, Reports and Notifications to support business process.

Walmart, USA
- Created the ETL process and ensuring the quality of the data is met as per the Target system, which is TRIRIGA.
- Involved in designing, developing, and testing programs in SAS-EG.
- Transform the data using SAS programming and SAP Data Services according to client's requirements.
- Develop rules in SAS-EG to validate the transformed data according to business requirement.
- Worked on the defects in the TRIRIGA during SIT and UAT.

IBM Netherlands
- Designed, and developed the Custom objects, Custom tabs, validation rules, Workflow Rules, Sharing Rules, Page layouts, Approval processes, to suit to the needs of the application.
- Built and managed custom reports for portfolio manager.
- Writing Apex classes using SOSL and SOQL.
- Worked on APEX Data loader for various data import and export operations.
- Worked on adding custom fields and logic on the standard objects Accounts, Contacts, Leads, Opportunities, etc.

NTT Data GDS, Bangalore - Team Lead   [Dec 2010 – Jan 2015]

State Farm, USA
- Responsible for the analysis, design, development, testing and support of the Insurance Operations systems (Life, Auto, Claim, & Client).
- Experience in the Data Replication technology and Developed Life Build Automation tools using Rexx.
- Test Environment support for System/Integration testing.

iGate Corporations, Bangalore – Developer   [Jun 2010 – Dec 2010]

Union Bank of California, USA
- Involved in Analyzing the SoW, mapping the BNS's and interfaces.
- Preparing Due Diligence document & LLD, Code changes and online screen changes as per the requirement, Unit Testing

Dexler Information Solutions, Bangalore –Programmer   [May 2007 – Jan 2010]

SAP India (E- Learning)
- Customizing the E-learning content in order to fit in for UI and should be compatible with browsers.
- Involved in Development of Email notifications and SAP Definition (wiki) for SAP and also Prepared User Guide as per the customer needs.

Salesforce
- Salesforce Administration & Customizations.
- Salesforce Maps configurations
- DocuSign Admin & development for eSignature.
- Release & Deployments using DevOps center.
- Incident, Service Task & Change managements.
- Configure the Salesforce CPQ application.
- Experience in Product pricing setup (Pricing, Discount rules).
- Advanced approvals in Salesforce CPQ
- Creating Quote template (OOB, custom templates, multi-language templates).
- Data Loader & Workbench.

Qualifications

Bachelor of Engineering from UVCE,

Bangalore University, Bangalore(2001 -2005)

in Information Science & Engineering.