HIMANSHU SHANDILYA

Dubai   +971 509088315   himanshushandilya@gmail.com

https://www.linkedin.com/in/himanshu-shandilya-a5240668

https://trailblazer.me/id/hshandilya

- Experienced IT professional offering 11 + years of success leading all phases of diverse technology projects; Engineering degree in computer science with exposure to CRM like **Salesforce Sales and Service Cloud, Salesforce marketing Cloud, Social Studio and Social Hub**; Loyalty Tool like Maxxing and Platforms like Force.com, Microsoft .Net and Java.
- Certified Salesforce ADM 201, App Builder, Marketing Cloud Email Specialist, Sales Cloud and Service Cloud Consultant and Copado Certified Administrator.
- Experienced in Business requirement/Enhancement analysis with Consulting Exposure for ongoing technologies in Customer Experience.
- Expert in agile project management and managed large project teams and known for high-quality deliverables that meet timeline and budgetary targets.
- Good Communication skills, strong analytical and troubleshooting skills and experienced working with dynamic, cross-functional teams.
- Exposure to business domains: E-commerce, Retail, Travel, Hospitality, Payment Banks.

Career Progression

AL- Tayer Group (Dubai) – *November 2016 – Present*

Joined AL- Tayer group as Senior Salesforce Administrator and progressed in my carrier to Assistant Business System Manger – Salesforce and now working as **Business System Manager – Salesforce.**
In all my roles I acted as single point of contact for business teams for any Salesforce related concern for Salesforce Service Cloud, Salesforce Marketing Cloud and Maxxing (Loyalty System).

Achievement Highlights

- **Service Cloud** – Implemented Bloomingdales.ae, Ounass, Gap, Nisnass, Mamas&Papas setup in Salesforce for web, email, Social, Chat ,WhatsApp case, CTI, Dashboards and case management functionalities.
- **Marketing Cloud** -Advertising Audience setup and Automated Data extension for most updated information for
  - Marketing Campaign.
  - Welcome Journey and Customer Retention Journey for Retail and Digital Brands.
  - Cloud Pages for custom Opt-out Mechanism.
- Salesforce Lightning Upgrade/migration from Salesforce Classic version.
- Introduction/Implementation of Knowledge Base for better customer service.
- Responsible for Business process automation using Workflows, Approval Process and Process Builder.

PAYTM /ONE97 COMMUNICATION LIMITED (INDIA)

TECHNICAL LEAD - SALESFORCE, *September 2015 - November 2016*

Managed Salesforce Service/Sales Cloud for **PAYTM (E-Commerce Company partnered with Alibaba)** with more than 3500 users and 3 Salesforce instances.

Achievement Highlights

- Migration of Paytm Customer support model from Zendesk to Salesforce. (CRM Migration)
- Implementation of Salesforce Knowledge Management for Better Customer Support.
- Data warehouse Integration with Salesforce for data archival.
- Sales cloud implementation (upgrade from Force.com to Salesforce.com).
- Learning management/Training tool Development for Contact center.

RATEGAIN IT SOULUTIONS PVT.LTD (INDIA)

TEAM LEAD – SALESFORCE, *September 2014 - August 2015*

Managed 500+ Salesforce users. Worked on Sales Cloud with Exposure to Contract Management, Account Management, Opportunity Management and Lead Management.

Achievement Highlights
- Introduction and implementation of DocuSign for Contract management in Sales cloud.
- Configuration of Hub spot and Act-On for Marketing automations.
- Salesforce Instance upgrade from professional to Enterprise version.
- Implementation of Invoice/transaction module on salesforce

HCL TECHNOLOGIES PVT.LTD (INDIA)

Engineer Product Support -SFDC, *December 2013- July 2014*

Handled queries of Salesforce customer and Administrators regarding workflows, approval process, Desktop integration of apps, Reports and Dashboards, Custom objects, user privileges, Visual force Pages, Role Hierarchy Setup.

IYOGI TECHNICAL SERVICES PVT LTD (INDIA)

TEAM LEADER OPERATIONS, *May 2010 - April 2013*

Developed mechanisms for ensuring roadmap transparency and effective support for the CRM system and related workflows. Managed new hires and terminations for designated channels along with Tech Support.

Achievement Highlights

- Built the integration for Excelite (CTI solution) and Imantra CRM
- Migration from Imantra to Salesforce.com.
- Implemented Knowledge base articles for customer service team for better customer experience.
- Implemented the Escalation matrix for contact center and Inter department SLA management.

LOGICSOFT TECHNOLOGIES

JUNIOR SOFTWARE ENGINEER, *July 2008 - March 2010*

Started my Career as .Net Developer, worked on projects like Inventory Management and Library Management.

Education & Credentials

Salesforce Certified Service Cloud Consultant
Salesforce Certified Sales Cloud Consultant
Salesforce Certified Marketing Cloud Email Specialist
Copado Certified Administrator
Salesforce.com Certified Platform App Builder
Salesforce.com Certified Force.com Developer (DEV 401)
Salesforce.com Certified Administrator (ADM 201)
Bachelor of Engineering (B.E) from North Maharashtra University (June 2004 – May 2008)