



# Ajit Kumar , Salesforce Senior Solution Architect & Delivery Lead

- Delivery oriented professional with 20+ years of IT experience across Telecom, Retail ,Healthcare & Insurance. Capable Solution Architect & program management leading and managing Salesforce.com (CRM), Telecom BSS & other digital portfolios,
- Proficient in Industry best practices, leadership strategies, delivery governance, client management and employee motivation to boost productivity and performance.
- Performed multiple roles Project Lead, Solution Architect, Business Analyst, process & domain consultant working for some of the large clients in Europe, Americas, Middle East & Asia and Africa for Telco , Retail, Healthcare & Insurance



## Functional Expertise

- Sales Cloud
- Service Cloud
- Marketing Cloud
- Salesforce CPQ & Billing
- Telecom BSS

## Industry Specialization

- Telecom
- Retail
- Healthcare & Insurance

## Academics & Certifications

- Holds a post graduation degree in Computer Applications from BITS, Mesra (India)
- Infosys certified Agile Coach
- Trained on B2B eCommerce Cloud Craze

## Program Experience

- Account Transition Management for Europe based energy and utility company- Multi country transition of Salesforce applications from incumbent team(s) to Infosys, process set up for AMS & Evolution(s), environment strategy & release planning
- Account Management for Europe based multinational drink & brewing company & a steel manufacturer –Program Leadership & Governance, Business development & pre-sales support
- Program Manager & Account Manager for a B2B Sales CRM Transformation program for a UK based major health insurance provider- building and managing client relations, manage delivery of solution, Project status, Risk & Issues, Mitigation Plan, Cost & Effort Estimation, Project tracking and control
- Program manager for a Quoting Engine Transformation program for a US based health insurance and service provider
- Delivery Lead for a multi country HR Case Management Global rollout across Europe/UK & APAC- Project Management & building and managing client relations, manage delivery of solution, requirements analysis and solution design definition, Project status, Risk & Issues, Mitigation Plan, Cost & Effort Estimation, Project tracking using JIRA, Environment strategy & release planning
- Project & Delivery Lead for a major Transformation & Enhancement of Salesforce.com Application for one of the leading multinational beverage corporation in USA
- E2E Project Lead for Customer Create Automation programme (Salesforce,CC360,Informatica) for a major food product & raw material distributor in US.
- Delivery consultant for Supply Chain loss management program (Salesforce) for a US based MNC food product & raw material distributor .
- Program Lead for eSIM program for a large European Telecom Service Provider.
- Performed multiple roles as Project Lead, Solution Architect and Business Analyst working on online /digital transformation program in multi country roll out for a large European Telecom Service Provider .

## Technical Highlights

- **Salesforce force.com, Sales Cloud, Service Cloud, Salesforce CPQ & Billing, Marketing Cloud**, Oracle E-Billing, Unicorn 6 and IRB 2.x/3.x/4.x (Customer Care & Billing Solution)
- Experience includes Solution Architecture and Design ,Requirement & Impact Analysis, Implementation & Maintenance of the Packaged Solutions.
- MS Word, MS Excel, MS Power Point, MS Visio, MS Project , Atlassian JIRA, Confluence, Agile Accelerator