Trilok Vaidya
Salesforce Solution Architect

SALESFORCE CERTIFIED
Field Service
Lightning Consultant

SALESFORCE CERTIFIED
Service Cloud
Consultant

SALESFORCE CERTIFIED
Administrator

PROFESSIONAL SUMMARY

Dynamic IT professional with **22+ years of extensive experience** in managing various engagements in different technologies and domains which makes me versatile to adopt any new technology / domain / environment very quickly. Adept at cultivating partnerships and building lasting relationships. Excels at requirement understanding & building effective solution design, identifying and solving issues and effectively executing plans. Expert in building effective solutions for FSL/Service/Custom applications.

KEY SKILLS

Customer's Trusted Advisor • Salesforce Complex Custom Solutions • Salesforce Field Service Solutions • Salesforce Service Cloud Solutions • Object & Relationship Designing • Tableau CRM • Data Normalization • Data Migration • Expertization in Data Retrieval • Schedule Optimization • Einstein Bot • Big Object Implementation • Driving Engagement • Understanding Business Problems & Designing Appropriate Solution • Production Analysis & Fixing • Building Effective User Stories • Hubspot Integration • WhatsApp Integration • Salesforce Education Cloud • Process Improvement

CERTIFICATIONS

SALESFORCE CERTIFIED ADMINISTRATOR
SALESFORCE CERTIFIED SERVICE CLOUD CONSULTANT
SALESFORCE CERTIFIED FIELD SERVICE LIGHTNING CONSULTANT
NEXT: PLATFORM APP BUILDER, PLATFORM DEVELOPER I, SHARING AND VISIBILITY ARCHITECT, DATA ARCHITECT
TARGET: SALESFORCE APPLICATION ARCHITECT & B2B SOLUTION ARCHITECT

RECOGNITION AND AWARDS

STANDING OVATION AWARD
CATALYST AWARD
ROCKSTAR AWARD

PASSION

ONLY SALESFORCE SOLUTIONING. WANT TO BE MASTER IN SOLUTIONING FOR SALES / SERVICE / FSL / CUSTOM / EXPERIENCE / HEALTH / COMMERCE.

MOTTO

NOTHING IS IMPOSSIBLE IN SALESFORCE SOLUTIONING WORLD AS IMPOSSIBLE EVEN SAYS I-M-POSSIBLE

VALUES

OWNERSHIP – ALWAYS READY TO TAKE THE OWNERSHIP OF THE WORK
LOYALTY – I AM HIGHLY LOYAL TO MY ORGANIZATION AND MY WORK. MY EVERY TENURE WITH MY ALL PREVIOUS ORGANIZATION SHOWS THIS

DEDICATION – HIGHLY DEDICATED TO MY WORK WITHOUT ANY MONITORING REQUIRED AS I BELIEVE DOING YOUR WORK HONESTLY IS EVERYONE'S JOB AND NOT THE MANAGER'S
HUMANITY – HAVE SYMPATHY WITH TEAM'S REAL PROBLEMS TO BE WITH THEM IN EVERY TOUGH SITUATION
PUNCTUALITY – ALWAYS PUNCTUAL TO BE ON TIME FOR ANY MEETING/CALL.

PROFESSIONAL EXPERIENCE
R Systems, 2021 – Present
Solution Architect
Working on multiple projects together for understanding requirements, designing the effective solutions & developing the solutions for various US based customers. Worked on various kinds of engagements in very short span of time having various salesforce implementations like FSL, Service Cloud, Sales Cloud, Tableau Analytics Studio. Led the data migration by understanding the data structure, creating the mapping between Salesforce & Rev IO data structures and uploading the data multiple times. Suggested automations to reduce the number of fields to import to Salesforce.

Leading discovery sessions by understanding requirements from business to provide the best effective solutions by considering the maintainability & best UX experience as the core. Analyzing of customer requirements and optimization of methods and processes. Translating business requirements into solution designs for technical mapping using Salesforce technologies. Suggesting features supported by Salesforce to improve the user interactions and business process. Delivering complete solution.

Developing the solutions by leveraging the standard functionality of Salesforce, creating flows, creating LWC/Apex for the functionality which can't be achieved by standard or flow especially in FSL where we have so many limitations. Using FSL mobile flow at its high capacity.

Presenting key solutions to the customers. Serving as a SME for the technical/design discussions at organization level.

Understanding production issues, identifying root cause, designing effective solution and developing it swiftly using Apex/LWC/Flow/Configuration. Always ready to take up new work and own it to deliver.

Developed Big Object's complete solution for archiving and then restoring the data from Big Object to normal custom object. Designed education cloud solution.

Designed & migrated the data migration from Rev IO system to Salesforce with full quality. I had even done a very big migration earlier from legacy system to Sibel CRM for one of the key telecom operator of India.

I am a very swift learner and always eager to take up the new challenges to explore the Salesforce more deeply. When there was one requirement in Tableau Analytics, I had taken up that challenge and asked management to own that requirement. Then I started learning it, explored various features of it and delivered the functionality by mastering that product.

TECHMAHINDRA, 2005 – 2021

Engagement Lead cum Solution Architect for USA Customer
Leading the delivery & solution of custom development for determining legal entity based on numerous inputs & various complex criteria. This is a very complex and compliance application where if we determine wrong legal entity then my customer can have very serious tax repercussions. I have led the entire engagement since kick off by understanding the requirements from my PO & sponsor and finalizing them by enhancing the requirements, designing the solutions to achieve the requirements and delivering it with the help of developers & testers as per agile methodology. I used to drive requirement finalization and design solution.

Responsibilities:
- ➢ Understanding requirements from PO, assisting him on categorizing them in various features & stories along with the value addition and providing solution for each user story
- ➢ Designing effective solutions which were very much appreciated by the customer
- ➢ Preparing design diagrams/documents
- ➢ Designing data model and relationships
- ➢ Driving various design/architectural discussions
- ➢ Suggesting/reviewing strategical technical roadmap
- ➢ Evaluating tradeoffs
- ➢ Value added by giving many features which could not have been thought by the customer
- ➢ Have very effective repo with the sponsor & PO both.
- ➢ Explaining requirements & solutions to the developer leads
- ➢ Making process for quality deliverables
- ➢ Reviewing code & configurations
- ➢ Coded complex logic

FSL Pre-Sales Lead for FSM Competency

Leading the various proposal coming in FSM area. Proactively finding out leads for the positioning my FSM competency. Understanding requirements & creating/reviewing best suitable solutions accordingly. Resourcing & training to build the FSM comptency. Mentoring team for showing the right path to achieve it. Honored to be the only one with required certifications in the entire competency.

Responsibilities:
- • Requirement understanding & analysis and designing best appropriate solutions as part of Creating/Reviewing proposals of FSL/FSM/Custom
- • Solutioning Salesforce Field Service or custom requirements for optimum benefits
- • Analysing, identifying & reviewing proactive leads and preparing/guiding the pitch accordingly
- • Keep updated with new features of Salesforce
- • Updating knowledge by attending Salesforce webinars regularly
- • Mentoring team on providing efficient solution
- • Driving PoCs
- • Competency's capability building
- • Got trained in various FSM tools – IFS FSM, FSL

Selected Achievements:

- • 3X Certified in Salesforce – Admin, Service Cloud & Field Service Lightning
- • Mentored team for the achieving the certifications
- • Salesforce report's conceptualization
- • BidAdvisor Proposal
- • ServiceMax Lightning Migration Proposal
- • Channel Onboarding Proposal
- • FSL Implementation Proposal
- • IFS FSM Implementation Proposal
- • FSM tool access from remote

Delivery Manager for USA Customer

Responsible for delivery of migration of Sales & Service Clouds from Classic to Lightning using agile methodology. Reviewed & enhanced the contracts done with customer & vendor. Delivered this project by driving the team from other vendor and scrum call daily with the team & customer. Trained business users about the implementation changes and the difference they would have. Chairing weekly status call with the customer. Got the appreciation from the customer on timely delivery with superior quality and value addition given.

Responsibilities:

- Create and execute project work plans and revise as appropriate to meet changing needs and requirements
- Ensure that contract terms and conditions are met
- Controlling scope and managing change management
- Driving scrum calls with team & customer
- Driving status call with Sponsor, customer PM
- Ensuring proper updates on Jira
- Monitoring processes for quality deliverables, documentation and ensuring proper update of ALM tool
- Planning & executing user training & UAT

Selected Achievements:

- Zero defects in UAT
- Delivered project with superior quality in time and without a single escalation.
- Got the appreciation from the business users for guiding on new implementation benefits & limitations
- Got the appreciation from the customer on timely delivery with superior quality and value addition given

Delivery Manger for USA Customer

Responsible for delivery of Sales Cloud enhancement using agile methodology. Delivered this project by driving the multi vendor team from customer location. Chairing weekly status call with the Architect, PO, Program Manager & Sponsor from customer side. Got the appreciation from the customer on timely delivery with superior quality and highlighting risks in time.

Responsibilities:

- Monitoring & tracking the deliveries as per agreed plan with the customer
- Attending PI meetings for finalizing the features for the specific release
- Reviewing estimations
- Reviewing each deliverable and components being deployed
- Ensuring processes for quality deliverables, documentation and ensuring proper update of ALM tool
- Ensuring sprint retrospective and corrective actions
- Driving scrum call with team & PO
- Driving weekly status call with the Architect, PO, Program Manager & Sponsor
- Hands on for Salesforce admin activities and Data migration using Data Loader
- Leading all the production rollouts with appropriate stakeholders and proper live updates to the customer

Selected Achievements:
- Successfully managed all the releases
- Enahanced processes on code quality
- Got the appreciation from the customer on timely delivery with superior quality

Delivery Manager for UK Customer
Responsible for the offshore delivery of building the Hadoop platform to host the data from various kinds of applications having different technologies such as BRM, CRM, WCC, etc. Led the various components teams with four leads, architect, test lead and PM. Led the testing automation to save the repetitive efforts for the monetory benefits of 60k.

Responsibilities:

- Preparing & tracking delivery plan
- Having regular delivery review with different components leads
- Managing the capacity required to deliver the volume expected by the customer
- Reviewing & managing resource utilization
- Controlling scope & CRs accordingly
- Identifying automation opportunities
- Ensuring the quality gates to be executed
- Identifying the resource's caliber and giving the appropriate work to them

Selected Achievements:
- Reviewed design documents and made a process to get them revised with customer's feedback.
- Achieved appreciation for test automation
- Received design sign off from customer which was not getting delayed before I joined the engagement
- Demoed the satisfactory progress to the customer

Delivery Manager for Germany Customer
Responsible for the offshore delivery of CRM legacy application in agile methodology. Team was quite big 90+. So, it was divided into five different agile teams, analysts team, production support team, E2E support team. I used to monitor and track the progress of the each deliverable.

Responsibilities:

- Having regular delivery review with customer, analysts, team leads, test lead and PM
- Reviewing delivery reports prepared by the leads
- Identifying, tracking & driving goals in addition to the BAU delivery's deliverables
- Managing the capacity required to deliver the volume expected by the customer
- Discussing & agreeing about quality standards with customer
- Reviewing & managing resource utilization
- Controlling scope & CRs accordingly
- Identifying automation opportunities
- Ensuring the quality gates to be executed and bridging the gap in the quality
- Reviewing each estimation of the service request and discussing with the customer in case of any gap
- Leading entire IBU's awards management

- Leading RFP to understand the requirement, prepare & submit the response in time
- Contributed as a interviewing panel for the campus interviews
- Planning & managing customer visits happening every six months in a year

Selected Achievements:
- Successfully managed all the parallel releases and capacity of the team
- Reduced issues coming due to gaps in the requirements by improving the processes.
- Always achieved the release KPIs for every release
- Led the activity of resolving around 6k Sonar violations and achieved the complete clean code
- Led the activity of automating testing and achieved saving of almost 500k
- Planned & managed all the customer visits and got the appreciation for the different surprises I planned every time