

**Abhijeet Ambwade**  
TECHNICAL LEAD

SALESFORCE  
CERTIFIED

Service Cloud  
Consultant

SALESFORCE  
CERTIFIED

Administrator

SALESFORCE  
CERTIFIED

Platform Developer I

SALESFORCE  
CERTIFIED

Platform App  
Builder

SALESFORCE  
CERTIFIED

Sharing and Visibility  
Designer

Salesforce FSC/ .NET/ Sage CRM

Retail & Investment Banking/Wealth Mgmt. /Capital Market/Trading System

Project Management



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## Profile

- Around 11 years of total experience in CRM domain (Salesforce and Sage CRM). Expert in core development and maintenance projects as Technical Lead as well as Techno Functional Consultant.
- Currently, working as Technical Lead/ Team Leader for Salesforce CRM in Retail Banking Domain; being responsible of 30+ associates
- Extensive experience in end to end Project Management and Delivery including Project Planning, Estimation, Team Management, Risk Management, Implementation, Maintenance and Support.
- Exposure to different delivery approaches from Agile\SCRUM to waterfall with onshore\offshore and multi-vendor team model.
- Proficient in task allocation and tracking, in building and implementing processes for different teams, mentoring team members and evaluating team performance.
- Result and target oriented and has the ability to meet quality targets within strict deadlines by taking preventive and corrective actions as required.
- Experienced in preparing Training documents for end users and creating solution detailing for given functional requirements.
- Holds 5 Salesforce Certifications, viz. Salesforce Admin (ADM 201), Platform developer 1, Platform App Builder, Service Cloud Consultant & Sharing and Visibility designer Architect certification.
- Strong knowledge of both Configuration and Customization in Salesforce, UI development, software designing, SDLC life cycle. Specialized in Salesforce API Integration with Micro-Services, Micro-Apps, Legacy Systems in banking domain.
- Good technical skill in Salesforce out of the box features, APEX, Lightning and Visual force.
- Experience in implementation using Lightning Components, LWC, Apex Classes & Triggers, Apex Controllers, Extensions, Visual force pages, Dynamic Apex, Tabs and Custom Objects.
- Worked in diverse technologies like APEX, Visual Force pages, ASP, C#, ASP.NET, MVC, JavaScript, jQuery and force.com.
- Strong Finance domain knowledge especially worked on Retail Banking, Investment Banking.
- Excellent managerial skills. Very good in client interaction. Good analytical and communication skills

Work Experience	Summary
<p><b>1. <a href="#">Technical Lead – Salesforce FSC, TCS Salesforce Practice, Client: Citi Bank, August'2017 till Date</a></b></p> <p><b>About Project:</b></p> <ul style="list-style-type: none"> <li>- Retail Salesforce in Citibank is built on Financial Services Cloud Platform and provides the Customer centric Account Onboarding and Servicing Platform to all Citibank GCB (Global Consumer Banking) Customers. It includes Integration with various legacy platforms, external vendors, migrating the functionality of other retiring legacy applications, migration of Non PII data from Database servers to Cloud Platform, supporting all regulatory and compliance Projects.</li> <li>➤ <b>The prime functionalities of Retail Salesforce are listed below:</b> <ul style="list-style-type: none"> <li>- 360 view of the customer for RM and FA</li> <li>- Customer on boarding by integrating with Citi internal apps such as AVOKA (Digital), Eclipse (Legacy)</li> <li>- Customer Authentication via with Physical Card &amp; Pin / integrating with Legacy application</li> <li>- Service customer for all their products such as Checking/Savings/Debit Cards</li> <li>- Servicing Platform for all Credit Cards and Mortgages</li> <li>- Provide Real Time data view fetched from Legacy systems for bankers</li> <li>- Campaign and Offer Management</li> <li>- Cross LOB Referrals</li> <li>- Wealth Management</li> </ul> </li> </ul> <p><b>Roles and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>- Offshore Technical Lead for 30+ associates (3 Scrum teams)</li> <li>- Team management, Team ramp up / ramp down, resource allocation as per the project needs.</li> <li>- Sole Point of Contact for any technical assistance, query, decisions for both team and client</li> <li>- Coordinate with client &amp; BA for understanding the business and provide optimal solution for the requirements</li> <li>- Efficiently design new modules as per requirement to get easily integrated in current system.</li> <li>- Understand complete CitiBank ecosystem, analyze and implement performance improvements, usability enhancements in current modules</li> <li>- Understand new business areas to grow and propose solutions using Salesforce</li> <li>- Help team in overall technical understanding and architecture of the project</li> <li>- Design and implement logic for complex modules of the applications</li> <li>- Support of application deployments and user testing</li> </ul> <p><b>Milestones Achieved:</b></p> <ul style="list-style-type: none"> <li>- Successfully completed the Salesforce Admin Certification (ADM 201), Platform developer 1, Service Cloud Consultant Certification. Platform App Builder &amp; Sharing and Visibility designer certifications</li> <li>- IP Harvesting - Reusable component i.e. Digital Signature in Salesforce was nominated in TATA Innovista for 2022</li> <li>- On The Spot award for individual as well as Team Performance</li> <li>- TCS Start Team Award</li> <li>- Start of the Month Award</li> <li>- 2 times Performance Excellence award from Client</li> <li>- TCS Guru Gala Award for successfully cross training a batch of 200+ associates</li> </ul>	<p><b>At Glance</b></p> <p><b>Core Expertise</b></p> <p>--&gt; <b>Technical</b></p> <ul style="list-style-type: none"> <li>• Solutioning</li> <li>• Creating Design Document</li> <li>• Code Review</li> <li>• Creating POCs'</li> <li>• Apex coding</li> <li>• Coaching</li> </ul> <p>--&gt; <b>Management</b></p> <ul style="list-style-type: none"> <li>• Team management</li> <li>• Status reporting</li> <li>• Agile development</li> <li>• Project planning and monitoring</li> <li>• Risk Analysis and mitigation</li> </ul> <p><b>Current Profile</b></p> <ul style="list-style-type: none"> <li>• Technical Lead - Salesforce</li> </ul> <p><b>Tools Used</b></p> <p>MS office, Eclipse, Data Loader, VS Code, BitBucket, Git WP, Beyond Compare, HP QC, ServiceNow, Postman, SOAP UI</p>

Organization	Position	Tenure
Tata Consultancy Services	Assistance Consultant	11 <sup>th</sup> Jan 2017 to Till date
Greytrix India Private Ltd	Software Engineer	22 <sup>nd</sup> Oct 2012 to 30 <sup>th</sup> Dec 2016
Biztran Solutions Pvt Ltd	Software Engineer	30 <sup>th</sup> May 2011 to 20 <sup>th</sup> Oct 2012

#### EDUCATION SUMMARY:

Institute Name	University	Grade
B.E. (Electronics & Telecommunication)	Bharti Vidyapeeth College Of Engineering - Mumbai University	Second Class
H.S.C.	ICL College, Vashi	61.50 %
S.S.C	Terna Vidyalaya	68.80 %

Professional Skills	Personal Skills
<ul style="list-style-type: none"> <li>➤ Project Management</li> <li>➤ Process Management</li> <li>➤ SDLC understanding</li> <li>➤ Project Documentation</li> <li>➤ Client Interaction</li> <li>➤ Service Agreements Management</li> <li>➤ Good in Teaching</li> <li>➤ Team Player</li> </ul>	<ul style="list-style-type: none"> <li>➤ Accurate</li> <li>➤ Ambitious</li> <li>➤ Analytical and Logical Excellency</li> <li>➤ Confident</li> <li>➤ Consistent and Focused</li> <li>➤ Decision Making</li> <li>➤ Leadership</li> <li>➤ Organized</li> </ul>

#### Other Info

- **Date of Birth:** 16 December 1987
- **Marital Status:** Married
- **Passport:** Yes

LANGUAGES	Read	Write
English	●	●
Hindi	●	●
Marathi	●	●