

MILIND PATIL

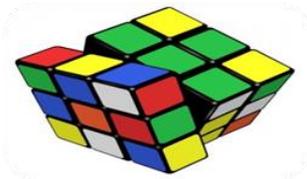
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Salesforce, Change Management, Process Management, Transition & Transformation Management

PROFILE SUMMARY:

- 6 + years of experience in SFDC, Salesforce, Quality Assurance, Data Analysis, Business Operations Delivery & Reporting, Transition, Business Excellence and Market research in Telecom industry. Self-motivated person looking for a challenging opportunity to broaden my horizon in the field of operations.
- Certified Salesforce Administrator, Marketing Cloud Administrator and App Builder.
- Certified Salesforce Sales Cloud Consultant, Service Cloud Consultant
- Onsite Experience as Transition manager at Sydney, Australia.
- Industries – Banking, Financial Services, Insurance, Retail, Technology, Media and Telecom.

CORE COMPETENCIES:



Problem solving skills



Team player



Interpersonal skill



Ability to stay clam
and optimistic during
crises



Analytical skill



Onsite experience

PROFESSIONAL EXPERIENCE:

PwC AC US(September 2021 – Present)

- Senior Salesforce product and functional consultant
- Discovery workshops – Conduction discovery workshops with the client to understand the requirements in details.
- Create/manage epics, stories for different products in sub verticals like Asset Management, Insurance, Mortgage, Wealth Management, Banking Servicing and Commercial Banking.
- Responsible for new solution design for products built on Financial Services Cloud, Insurance Cloud and Experience Cloud.
- Regressions testing of the functionalities developed in relation to the products.
- Creating/maintaining document repository – Sprint planning, functional specifications, sprint end retrospective documents, demo videos, workflows,
- Driving sprint planning sessions, touchpoint calls, sprint end ceremonies with client.
- Client Demos – Responsible for creating demo presentations/videos, discuss the same with higher management, make necessary changes, drive the demos with clients whenever required.
- POCs – Create/maintain POC documents, work with leadership for new POCs.
- Driving Manufacturing Cloud capability in the organization – creating accreditation plans, regular connect with capability team members, L&D initiative for the capability.

WNS Global Services (April 2020 – Sept 2021)

- Assistant Manager – Salesforce Application
- Salesforce Implementation experience for BFSI, utility, travel and education sector client
- **Salesforce Service Cloud** – Responsible for Industry Knowledge, Implementation Strategies, Service Cloud Solution Design, Knowledge Management, Interaction channels, Case Management, Contact Center Analysis, Integration and Data Management, Service Console, Service Cloud Transition to Lightning Experience
- Exposure on Omni-Channel, AI for Customer Service, Live Agent, Knowledge article, Communities, Chabot,
- **Salesforce Sales Cloud** – Industry Knowledge, Implementation Strategies, Sales Cloud Solution Design, Marketing Leads, Accounts and Contacts, Opportunity Management, Sales Productivity, Sales Cloud Analysis, Integration and Data Management
- Experience and exposure: Adoption Strategies, Productivity Best Practices, Sales Cloud Rollout Strategies, Competitor Tracking, User Adoption Matrix, Sales Path – workspaces and re-engineering, Process Automation, Territory Management and best practices, Order Management, Sales Cloud Einstein, Duplicate Management, Forecasting, Quote Management, Bid Assessment, Introduction to Tables CRM and managing large data volumes
- Salesforce Administration – SFDC configuration, workflows, data modal, sharing setting, validation rules, approval processes, object management, organizational setup, user authentication, user management, security and access, campaign management and Reports and Dashboards
- Salesforce Development – Lightning experience, Lightning Web Component, Apex, triggers, Lightning Component, REST, APIs,
- Salesforce Integration to External System
- Salesforce Einstein Analytics – Tableau CRM basics, Einstein Discovery, Data Preparation, Einstein Analytics and dashboards.
- Leading change management for Salesforce Application
- Connect with end users and requirement gathering
- Solution Design and then develop and deploy the changes on production
- Manage end user communication for Salesforce change management
- Discuss best practices, new Salesforce features/products with management and best approach to implement the same
- Best functional and business understanding of the Salesforce Processes

PwC (October 2018 – April 2020):

- Specialist at PwC
- **Salesforce:**
 - Responsible for implementation, Salesforce Launch and Salesforce business support team
 - Managing user access process and restrictions, Permission sets
 - Data migration: Migration of Data from legacy systems to Salesforce.com Objects and fields, maintaining data quality and deadlines, Data Mapping and Data Loader knowledge.
 - Designing and deploy layout for Objects like Opportunities, Clients, Contacts, Products, Campaigns, Reports & Dashboards and their fields as per requirement
 - Maintaining new Salesforce Release and communicating with users. Create value stories.
 - Salesforce Integration with other systems in the organization
 - Working with Partners & their team, Sales and Services teams to create and maintain Reports and Dashboards in Salesforce as per their requirements
 - Maintaining user queries related to Salesforce through incident management system
 - Training users across India on Salesforce
 - Create & maintain process documents and workflow in Visio

KPMG INDIA (March 2018- October 2018):

- CRM Data management
- Data analysis and visualization

ACCENTURE SOLUTIONS PVT LTD (August 2015 – March 2018):

- 2.7 years of experience with Accenture solutions pvt ltd as operations analyst, worked with National Broadband Network (NBN), Australian Government initiative to construct broadband service across Australia
- Transition Management: Pre-capitalization and capitalization processes.
- Stakeholder Management
- Process Mapping: Defining Scope, Objectives and Planning of the process
- PMO approach management: data analysis, creation of process plan, execution plan, documentation, work instruction, process flow, risk documents.
- Business Process transformation & KPI management, Performance management of the process.
- Process automation, excellence.
- Business Process management(BPM), Business Process Re-engineering(BPR), integration, process optimization
- Designing and evaluation current processes: SLA management, Quality Performance, Constructive & informative daily dashboard.

ACADEMIC DETAILS:

- **Master of Management Studies(MMS)-(June 2013-July 2015)**
BharatiVidyapeeth's Institute of Management Studies and Research, Navi Mumbai
Mumbai University
- **Bachelor of Engineering(B.E.)-Electronics and Telecommunication-(July 2009-June 2013)**
Sanjivani College of Engineering, Kopargaon
Pune University
- **HSC-Science-(2009)**
Nashik Board
- **SSC-(2007)**
Nashik Board

PERSONAL INFORMATION:

Date of Birth : **17th June 1991**
Languages known : **English, Marathi, Hindi, Gujarati, Punjabi**
Hobbies & Interests : **Listening to Music, Dancing**

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place:

Date: / /2021

(Patil Milind Sunil)