



# Sagar Goyal

Project Manager - IT

Self-motivated and Focused Project Manager with expertise in Business Administration and Implementation of Cloud Technologies.

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📍 Delhi, India

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📄 Oceangoyal

## SKILLS

Project Management   Salesforce Sales Cloud   Salesforce Community Cloud   Salesforce CPQ   Smartsheet   JIRA  
Documentation   Microsoft Office   Google Apps   Wordpress   Agile   HP Quality Center   Waterfall

## SOFT SKILLS

Leadership   Delegation   Planning   Organization   Problem Solving   Communication Skills

## TECHNICAL SKILLS

**Documentation**   SOW, Project Plan, Business Requirement Documentation, Technical Design Documents, Requirement Traceability Matrix, Steercom Reports, Process Flows, Work Breakdown Structure, Project Budget Report

**Salesforce Integrations**   DocuSign, Conga Composer, Eloqua, MS Outlook, ExpoCAD Floor Plan Management tool, A2Z Floor Plan Management tool, FormStack, LiveAgent, CloudSense CPQ

**SCRUM**   Daily Standup, Sprint Planning Meeting, Sprint Review Meeting, Retrospective Meeting, Product Backlog, Sprint backlog.

## WORK EXPERIENCE

### Project Manager/ScrumMaster® Girikon LLC

08/2016 - Present

Delhi, India

- Head multiple Salesforce projects under the organization's UK, US, and UAE clients. Manage the discovery phase and the full SDLC for a portfolio of projects that included integrations, customization, Data Migration and enhancements to the Sales, Service, and Community Cloud with a regional rollout for clients.
- Drive excellence in end to end Salesforce consulting from Business process mapping and problem definition to development and deployment.
- Lead Requirement gathering workshops, discovery discussions, and preparing Proposals/SOW.
- Build rapport with business and technical stakeholders at all organizational levels, across various project streams.
- Collaborate with Salesforce Developers, Business Analysts, IT and subject matter experts to thoroughly manage the project.
- Consistently met deadlines with the team, achieving repeated commendations for every project.

### Consultant/ScrumMaster® Genpact Headstrong Capital Markets

04/2015 - 02/2016

Delhi NCR, India

- Spearheaded Salesforce Sales Cloud Implementation project.
- Requirement Gathering, Project Documentation, Hosting daily stand-ups and Stake holder management.
- Consistently met deadlines with the team, achieving repeated commendations for project.

## WORK EXPERIENCE

### Software Engineer

Wipro Ltd.

02/2012 - 04/2015

PAN India

- Managed Salesforce Sales Cloud Implementation project.
- Requirement Gathering, Project Documentation, Hosting daily stand-ups and Stake holder management.
- Performed testing activities- Test case creation, Test Case Execution, Bug logging etc
- Used Test Mangement tools - HP Quality Center, Bugzilla

## AWARDS

Certificate of Recognition- Outstanding Performance in 2015 [↗](#)

Genpact Team Awards 2015

## HONOR & CERTIFICATES

Certified ScrumMaster® (CSM®)

Scrum Alliance

Smartsheet Product Certified User.

Smartsheet INC

Salesforce.com Certified Development Lifecycle & Deployment Designer

Salesforce INC

Salesforce.com Certified Force.com Administrator

Salesforce INC

ISTQB Certified Software Quality Analyst.

International Software Testing Qualifications Board

Salesforce CPQ(Steelbrick) blue belt certified.

Salesforce INC

Salesforce Certified Identity and Access Management Designer

Salesforce INC

## EDUCATION

**Bachelor of Technology Degree-Electronics & Communication**

Dr. A.P.J. Abdul Kalam Technical University

2007 - 2011

Lucknow, UP, India

**Higher Secondary passing Certificate**

C.B.S.E Board (Central Board of Secondary education)

2005 - 2006

Delhi, India

**High School passing Certificate**

C.B.S.E Board (Central Board of Secondary education)

2003 - 2004

Delhi, India

## PROJECTS

**Salesforce(CRM) Sales Cloud and CPQ Implementation**

- Implemented Salesforce Sales Cloud for 10000+ users of the Global Exhibitions Division of a British multinational company.
- Ensuring effective communication and organizational change management is implemented on projects involving all stakeholders.
- Successful Implementation showed -Count of Quotes delivered per month increased by 1%; Average time between Opportunity Open and Close decreased by 10%.
- Annual average customer renewal rate maintained at 85%.
- Collaborate with Salesforce Developers, Business Analysts, IT and subject matter experts to thoroughly manage the project.
- Managed Team of 25 people.

**Salesforce(CRM) Community Cloud Implementation**

- Spearheaded implementation of a custom-built "Customer Center" for 100,000+ users of the Global Exhibitions Division of a British multinational company with the help of a 15 member team.
- The Purpose of Customer Center was to interact with the existing Sales Cloud Implementation and provide a superb after-sales experience to the Operations Team.
- Managed Team of 15 people.

**Salesforce(CRM) Lightning Implementation**

- Successfully migrated 1000+ users from Classic to Lightning view in Salesforce CRM for Business Intelligence division of a British multinational company.
- Successful implementation showed user adoption rate of 80%.
- Managed Team of 8 people.

## PROJECTS

### Custom Lightning Form Builder Implementation in Salesforce(CRM)

- Implemented a custom form builder for Operations team(50+ backend users and entire front end customers) of a Global Exhibitions Division of a British multinational company.
- The Form Builder would help the Operations team to create customised forms by dragging and dropping components , so that they can procure data from customers efficiently.
- Managed Team of 8 people.

### Data Migration

- Successfully Migrated 1000+ users from legacy platforms to Salesforce (including user and license administration / troubleshooting / data migration).
- Data Migration included migration of Users, Accounts, Contacts, Products, Packages, Pricebooks(Pricelists), Opportunities(orders), Opportunity line Items, Activities and Attachments.
- Managed a team of 10 people.

## LANGUAGES

English  
*Full Professional Proficiency*

Hindi  
*Native or Bilingual Proficiency*

## INTERESTS



Movies



Music



Meditation