Abhishek Shrivastava
Associated Consultant, TCS

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Summary

Abhishek is the agile enthusiast has the total experience of close to 13.5 years. He has been working in **CRM/CX** domain for last 12 years. He is working as a **Delivery Lead/Tech Lead** and **Functional Consultant** for Tata Consultancy Services and has been leading the projects using agile methodology to implement the Cloud base application such as

1. e-Commerce site (B2B and B2C) for US based Technology and Manufacturing Company.

2. Sales application for African continental based leading Multimedia Company.

3. Quote Process for US based Asset Management Firm.

4. CRM Application for US/Netherland based Bank and the United Kingdom Government.

As a **Scrum master**, Abhishek has also managed and ran the agile development sprint.

As an **onshore coordinator in Malvern US and Johannesburg South Africa**, Abhishek has explored the new opportunities for Account growth and negotiated the new positions and roles across the global locations.

As **Pre Sales Consultant**, Abhishek worked on the proposal process including responding to RFI's/RFP's.

On Technology Front, Abhishek has-

1. Strong command over CRM application like **Siebel** and **Salesforce** and Oracle Cloud Tools like **CPQ** and **Sales Cloud**.

2. Expertise on technologies that includes **Core Java**, Web Services, XML, JSON, Oracle, DB2, **BMQL** and **Siebel e-script**.

3. In-depth experience and good hands-on technical expertise in the design and development of large-scale and complex applications.

Competencies

Functional Knowledge	
Domain	Banking and Finance, Public Sector and Multimedia. CRM (Account, Contact, Service Request, Lead/Opportunity/Loyalty/Campaign/Quote/Order Management)
Technical Skills	
Programming Languages and Scripting	Core Java (Java 8), Siebel eScript, BMQL.
Database	Oracle, Db2.
Methodologies	Agile, Domain-Driven Design.
Project Management	Microsoft Project, Excel.

Work Experience

Tata Consultancy Service, April 2010 To Present, Indore

Associated Consultant – Delivery Lead/Tech Lead/Functional Consultant

Working as a Delivery Lead/Tech Lead. Some of the key projects are -

- Delivery Lead/ Offshore Tech Lead e-commerce cloud application
- Functional Consultant/Technical Architect for CRM/CX application worked at Client Location (**Johannesburg SF**).
- Functional Consultant/Technical Architect for CRM/CX application worked at Client Location (**Malvern US**).
- Onsite Tech Lead of Siebel CRM application for Public Sector Organization worked at Client Location (**Leeds UK**).
- Offshore Tech Lead of Siebel CRM application for BFS.

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Role and responsibilities are as follows:

Delivery Lead

- Responsible to prepare and execute the entire delivery project plan to scale the applications, to close out the resourcing needs, and to allocate the tasks to the team.
- Responsible to coordinate with cross-function teams and to manage the inter-team dependencies for the completion of tasks.
- Track the project deliverables and prepare the monthly/weekly reports for senior management reporting.

Technical Leadership

- Design, discuss and work with a global team of 8 developers to implement the complex solutions.
- Host the daily scrum calls to track the status and resolve issues/blockers.
- Responsible for code reviews to ensure that requirements are implemented correctly and to ensure that the team adhere to best coding practices.
- Perform hands-on design work to prove CPQ software capabilities to customers during the evaluation (Proof of Concept) process
- Implement new ways of working, improve internal processes

People Management

- Line reporting of more than 5 team members and delivery responsibility of the team of 15 developers.

Hiring and team building

- Interview, hire and fresh/train people, provide training/ramp up on Siebel, Oracle CPQ and domain knowledge to candidates.
- Prepared the training program for the fresher's.

Achievements

- As a Pre Sales Consultant won 1 Million USD Oracle Cloud project.
- As a Pre Sales Consultant won 0.5 Million USD Oracle Cloud project.

Awards

- On the Spot award.
- Applause award.
- Best Team award
- S miles award

IBM India Pvt Limited, Pune, Sept 2007- April 2010.

Application Developer/Tech Lead

In the capacity as a Senior Associate in IBM, worked with Major European BFS Bank and Indian Telecom Project.

Role and responsibilities were as follows:

Tech Lead

- Project estimation, effort estimation and resource estimation.
- Discuss the business requirements with business/operations group.
- Onsite Client Training and Application Demo.
- Create Functional Specification Document as per CMMi level for agreed design in close consultation with the client.

Developer

- Develop some complex POC's for the clients that incorporate extensive use of technology and design patterns.
- Wrote the high/low-level technical requirement documents for the upstream systems and co-ordinate the deliverable timelines.
- Participated in design and architecture discussion to ensure the design is generic enough to cater to the future business needs.

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Achievements

- After Abhishek's persistent efforts Client agreed to open the new positions for Sapient in the Netherlands.

Education

- **Indian Institute of Technology, Kharagpur WB, India.**

  M.Tech (Industrial Engineering and Management), 2007

- **Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV), Bhopal MP, India**

  B.E. (Electronics and Instrumentation), 2004

Extra-Curricular Activities and Achievements

- **Qualified GATE – 2005 (Instrumentation) with 99.43 percentile, AIR 29.**
- **Worked as a Coordinator of 'Kshitij" (KGP Tech Fest).**