

ROHIT HIEMATH

DELIVERY MANAGER

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SUMMARY

A result driven hands-on technology professional with over 15 years of global leading and delivering next-gen mission critical IT Applications. Experience in CRM applications like Salesforce and Siebel. Deep understanding in delivering applications using microservices architecture, integration technologies, Agile methodology, Test Driven Development, DevOps, CI/CD. Experienced in handling and working with globally distributed, cross cultural, cross functional teams.

EXPERIENCE

DELIVERY MANAGER

IBM India Pvt. Ltd. | Bangalore | Aug 2018 - Present

- Leading the Salesforce Upgrade from Classic to Lightning and onboarding new partner community.
- Successfully led and delivered the Digital Transformation project (Salesforce Sales Cloud) involving Siebel, Salesforce, Mulesoft.
- Planned and executed the analysis of data, mapping, identifying the flows and running the loads with the Mulesoft team
- Managed the transition project, 8 applications from other vendors.
- Executed the tasks Resource planning, KT planning, Documenting, Application Access.
- Planned and estimated the upgrade from Salesforce classic to Lightning.
- Planned, estimated and executed the integration project with Service Now using AO Flow as middle-ware.

DELIVERY MANAGER / SENIOR PACKAGE ENABLEMENT EXPERT - SIEBEL

IBM India Pvt. Ltd. | Bangalore | Aug 2016 - Present

- Managed successful delivery of Siebel, microServices, Salesforce and Java teams involving approximately 2000 fte of work. Implemented DevOps and DevSecOps for microServices stream.
- Engaged in growing the base account profile with innovative ideas/POCs such as 360 Degree View of Customer in Siebel, QuickCreate Actions.
- Led the set up the CI/CD platform for microServices delivery using GitHub, Jenkins, SONAR, Kubernetes, DAST, SAST (Veracode AppScan)
- Managing the cross functional teams, keeping the morale high, ensuring there is good enough of collaboration among the cross functional teams, making sure high quality work is delivered keeping in control of the cost point.

DELIVERY MANAGER / SOLUTION ARCHITECT

IBM India Pvt. Ltd. | Bangalore | Mar 2014 - Jul 2016

- Managed the Application Development and Application Maintenance for CRM (Siebel) and ESB (Middleware) teams.
- Review the deliverables (Designs, Code), FDR analysis, Task Prioritization, Configuration/Environment Management for parallel developments. Planning Weekly AM releases,

SKILLS

Salesforce

Delivery Management

Agile Project Management

DevOps

Siebel

People Management

ITIL

CRM

EDUCATION

Master of Computer Applications (Feb 2014)

B V Bhoomaraddi College of Engineering And Technology, Hubli | Hubli

PERSONAL DETAILS

Address

Rajajinagar, II Block, Bangalore - 560011

- SME Development, Succession Plan, Maintained Skill Matrix, Maintained Team Utilization, Meeting Cost Point, Stake holder Management, Client Communication
- Performed the role of Quality Analyst for the account focusing on Product and Project Audits to improve quality of the deliverables and maintaining good health of the projects.

LEAD SIEBEL SOLUTION ARCHITECT

IBM India Pvt. Ltd. | Bangalore | Jun 2011 - Mar 2014

- Led and developed Complex transformation (Clarify to Siebel) project. Implemented Siebel Sales Order Management functionalities of telecom domain. Activation, Modification, Deletion, Hotline, Temporary Suspension, Permanent Suspension, Change of Price Plan are few examples of the flows
- Managed parallel quarterly parallel releases, evaluated the scope, feasibility study, Resource Planning, Configuration Management.

SENIOR SOFTWARE ENGINEER - SIEBEL

Accenture Services Pvt. Ltd. | Bangalore | Feb 2006 - May 2011

- Worked on multiple Siebel Projects as a Siebel Developer which helped showcase my expertise in the configuration, eScript, Workflows, Integration, order management to deliver high quality work products.
- Performed the role of Business Analyst interacting with business users, Requirement Gathering, Prepared the use cases, Prepared the AS IS and TO BE diagrams.

MAINFRAME DEVELOPER

Accenture Services Pvt. Ltd. | Bangalore | Feb 2005 - Feb 2006

CERTIFICATIONS

- **Certified Salesforce Administrator** (Id – 19949427)
- **Certified Salesforce Platform Developer I** (Id – 17871845)
- **SAFe 5 Certified Scrum Master** (82235280-9749)
- **COPADO CERTIFIED ADMINISTRATOR** (Id - 003183)
- **Siebel 8 Consultant Certified Expert**
- **ITIL Foundation Certificate in ITSM** (GR750515738RH)
- **Certified SAFe 4.5 Agilist** (64175534-8538)
- **Certified Scrum Master** (000599204)

AWARDS & HONORS

- **"Certification of Excellence"** awarded by Genevieve Mapson IT Contract Manager Vodafone group for contribution in AM CritSit and in driving backlog reduction through effective governance.
- **"Eminence and Excellence"** award for the leadership qualities and dedication to close the critical UAT phase of the project on time with high customer satisfaction
- **'Outstanding Contributor Award'** by Chairman and CEO IBM, in recognition of individual demonstration of expertise that IBM Clients Value which leads to company success
- **'Rising Star'** award at Accenture for creative and quick thinking in handling a difficult situation.