

Saurabh Giram

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Citizenship: Indian

PROFILE

SAP ISU/CRM - Salesforce Functional Consultant with over 3 years of experience areas of Customer Experience (CX), Digital Transformation, System Integration. Fostered a strong internal team spirit through mentorship and promotion of self-leadership to encourage greater engagement. Proven ability to build client relationships and manage a team to deliver high-quality work under pressure. Highly multidisciplinary background from Mechanical engineering to cloud technology, via SAP CRM ISU with current specialisation in Salesforce/Vlocity development. Business analysis enthusiast and working on new goal to become cloud technology proficient.

CAREER EXPERIENCE

Application Development Analyst, Accenture

2018 - Present

Working on migration project from SAP CRM-ISU to Salesforce lightning version

- Application development analyst make sure all the business-critical processes are working fine.
- Streamlined processes about how we decipher requirements into user stories and then at the end validating those and successfully delivered to production environment.
- Optimised delivery process of US by 20% by co-ordinating, communicating and streamlining various processes.
- Delivered 150+ user stories and key critical functionalities within couple of sprints which will take otherwise months of efforts.
- Awarded by CTO Vistra Energy for outstanding performance in Customer Experience Transformation Program.

Associate Software Engineer, Accenture

2017 - 2018

Experience in Functional, Regression and Integration testing of web, back end, and client-server applications with automation specialised in Tosca/Worksoft

- Agile evangelist, practiced agile ceremonies in 3 years of experience in various projects.
- Sterling star award winner in Accenture for contribution in automation with Worksoft tool.
- Achieved an aggressive target of automating 800 scripts in 6 months with the agile model as a member of the SWAT automation team, a team of experts on automation collaborating across multiple locations.
- Led the offshore automation team for a US based Utilities giant (team size: 6) whose collaborative efforts reduced manual efforts for the client by 127 hours (~20%) per month saving 5 FTEs which improved productivity & client value.
- Responsible for delivery of 100+ US without a single post production defect.

EDUCATION & TRAINING

Bachelor of Technology (Mechanical)

2012 - 2016

Vishwakarma Institute of Technology, Pune, Maharashtra, India

- CGPA 7.67/10
- 8th Rank in Indian Engineering Olympiad in Pune
- Headed a 7-day camp in rural area under NSS for 80 students.

OTHER INFORMATION

- Fluent in Marathi, Hindi other than English.
- Head for the CSR/Fun activities for the Project of around 80 while working in Accenture. Manages Blood donation camp, Digital literacy program for underprivileged people and various other social projects.
- Certifications- Salesforce Admin, Salesforce Platform App Builder, Vlocity Platform Developer, COPADO Admin, Microsoft Azure Fundamentals, ECBA by IIBA, Agile Professional Certification (Accenture), Tosca Automation Engineer I, Tosca Test Design Specialist I/II. **Ongoing-** AWS Cloud Practitioner AWS Solution Architect Associate, Salesforce Sales Cloud Consultant