Hariram Shankar Narayanan

Salesforce Architect

Experienced Salesforce architect skilled in technical architecture and solution development. Proven ability to lead change, challenge the status quo, and drive teams towards success. Expertise in project and product management, team building, analytics, and process improvement, with a strong track record of managing onshore and offshore operations

Contact

Phone
9566848826

Email
hariram.narayanan04@gmail.com

Address
Bangalore

Expertise

- Salesforce
- Apex, Visualforce
- Lightning Web Components
- Aura Components
- Salesforce CPQ
- Conga

Certifications

- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Sharing & Visibility Architect
- Salesforce Certified CPQ Specialist Certification
- Salesforce Certified Administrator (SCA)
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder Certification
- Certified SAFe® 5 Practitioner
- Vlocity certified (2018)

Professional Summary

- Experienced in end-to-end project management including scope refinement, estimations, release and capacity planning, quality focus, governance, and risk management.
- Strong expertise in implementing Salesforce with in-depth knowledge of Sales/Service.
- Supervised the migration of applications to Lightning using LWC and Aura.
- Oversaw offshore and onshore teams to deliver high quality solution for the business.
- Proficient in driving requirement elicitation, discovery workshops, sprint roadmap creation, design sessions, UAT support, and user training, and end-to-end demos.
- Skilled in agile methodology and best practices for project delivery.
- Experienced in presales activities such as proposal assessment, sizing, solutioning, project roadmap preparation, etc.

Skill

Architecture	Project Management & Planning
Process Excellence/Integration	Strategic Alliances & Engagement
Production Planning & Support	Cross-Functional Team Leadership
Change & Incident Management	Requirement Analysis

Work Experience

2019 - Current
Eagleview India
Solution Architect

Projects Worked
- Classic to Lightning Migration : Re-design Quote-to-cash implementation to optimize or deprecate processes and flows. Implemented CPQ from scratch. Optimized the service process to simplify the process.

Roles & Responsibilities
- Spearheaded enterprise architecture initiatives by defining the application roadmap, analyzing business capabilities, and streamlining process unification through diverse frameworks.
- Collaborated extensively with business executives and stakeholders to make crucial decisions on buy or build strategies, short and long-term plans, and recommended industry best practices.
- Facilitated collaboration between the internal Salesforce team, third-party consulting team, and business stakeholders by initiating and organizing productive meetings.
- Demonstrated versatility by working across multiple roles, including technical lead, data migration lead, integration architect, and release management, ensuring successful project delivery.
- Successfully led a team following Agile methodology as a Scrum Master for a considerable duration.
- Maintained the integrity and performance of all Production and Sandbox environments by overseeing planned release and sandbox refresh activities.
- Provided expert advice on release management processes and change management implementations, including the upkeep of CI/CD pipelines.

Education

2009
B.Tech
Amrita School Of Engineering

2005
PUC
KLE Nijalingappa Pre-University

Language

English

Tamil

Kannada

Telugu

2017 - 2019
Deloitte Digital
Senior Consultant

Projects Worked
- NYL(Mexico) : Vlocity CPQ and supporting features implementation.
- Mackay Shields: Standard CPQ setup, Service cycle implementation and RFP Management, Strategy assessment and Lightning for Outlook integration.
- New York Life Insurance: Designed Sales and Marketing functionalities such as Social interaction, Marketing Central using Aura for analytical snapshots based on different Geo locations.

Roles & Responsibilities
- Successfully led NY Life Mexico project as Team Lead, designing and implementing Vlocity framework, training team, and providing design solutions for Vlocity Omniscript creation in collaboration with clients.
- Acted as escalation point and liaison between users and technical staff to resolve issues and communicate status updates within Incident Management process.
- Led team in designing and implementing Lightning Aura components, setting coding standards and reviewing developments, and implementing coding practices for NY Life Insurance and Mackay Shields projects.

2015 - 2017
Capgemini
Senior Consultant

Projects Worked
- Unilever - Pallet Quality Non-Conformance : Customized application to record Non-Conformance or Pallet quality issues, which integrates with SAP using MuleSoft, and provides reports and dashboards for data analysis.
- Cochlear Limited : Custom application allows customers to report incidents through email or web and offers real-time integration with SAP for Service Requests.

Roles & Responsibilities
- Led technical advisory and team lead for Unilever UK project, designing cost-effective solution for incident management of Pallet Quality from scratch.
- Administered service delivery functions, owning development, execution, and improvement of Salesforce app while ensuring adherence to SLAs.
- Managed end-to-end Salesforce operations including configuration, reporting, training, support, maintenance, and enhancements.
- Created Carpool app for Unilever using Salesforce.

2010 - 2015
Tata Consultancy Services
IT Analyst

Projects Worked
- Developed banking applications for USAA and AXA-Belgium, implementing different calculations and creating reports based on user data using Salesforce and Java.
- TCS Mastercraft (JAVA, ExtJs) : An internal tool used for reverse engineering legacy apps and providing statistics, logistics, and reports including class and process flow diagrams, and complexity overviews for languages like COBOL, Java, VB, and .NET.

Roles & Responsibilities
- Proposed modifications to improve efficiency of applications and reports for USAA.
- Coordinated on-site and offshore teams to prioritize and schedule work for USAA.
- Managed workload and ensured delivery of requirements for USAA project.
- Led team in successfully completing prototype and project using Mastercraft tool for Nationwide client.
- Managed servers and database for Application Analyzer tool.

Awards & Accolades

Above and Beyond Award for Outstanding Contribution in Bizz App
Spotted Eagle Award 2021
Outstanding Contribution of 2019 Customer Success Awards