

Shrikant J.

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Highlights

- ◇ Twenty years of IT industry experience in multiple industry vertices
- ◇ Over Twelve years of Salesforce ecosystem implementation, integration experience in multiple industries
- ◇ Over eight years of techno-functional experience as an Architect/Lead providing end to end business solutions
- ◇ Strong background with business requirements, analysis, design and system implementations
- ◇ Strong experience in technology solutions architecture, evaluation and custom changes
- ◇ Experience with developing, promoting and encouraging cross-functional team collaboration
- ◇ Strong experience with Agile/ Scrum, Waterfall methodologies
- ◇ Exceptional communication and presentation skills

Technologies

- ◇ Salesforce.com (Sales, Service, Health, Commerce, Financial, Marketing), Force.com, Communities, IFS, VLocity, Pardot, Lightning, Einstein, Marketo, SAP, Apttus
- ◇ DevOps, CI/CD, Tableau, Copado, Jenkins, Salesforce DX, GitHub, JIRA, ANT, MuleSoft, Informatica
- ◇ Visualforce, Apex, HTML, CSS, SOAP, REST, SQL, jQuery, CTI, Java, Javascript, Angular JS, Docusign

Concur SAP (Accenture)

Bellevue, WA Nov '21-Till Date

Tools: Salesforce Cloud (Sales, Service, Marketing, Financial, Commerce, CPQ), Vlocity, Einstein

Description: As a Sr Architect

- Implemented Salesforce Sales and Service Cloud functionalities and integrations
- Design and architecture of Lead-to-Order, billing, Case-to-Resolution functionalities and integrations
- Ground up architecture for 3rd party marketplace
- Design and architecture of quoting, ordering, billing functionalities
- Integrations Architecture for multiple applications with Salesforce, CloudBlue, ServiceNow
- 3rd Party vendor systems integrations with Lumen Marketplace
- End-to-End functionalities architecture and designs for customer journeys
- Product configurations, pricing, discounting, catalogue synchronizations
- Integrations Architecture for 30+ applications with Salesforce
- Designed data models, processes to support end-to-end functionalities
- Designed and prepared multiple POCs for introducing new functionalities
- Designed complete security model including partner users, roles, profiles, permission sets
- Implemented communities, experience cloud for partners and customers

Keybank/ Phillips 66

Columbus, OH May '21 – Nov '21

Tools: Salesforce (Sales, Service, Marketing, Financials, Experience Cloud), Vlocity, Pardot, nCino, Copado, Docusign, Docgen

Description: As an Architect/ Lead helped in digital transformation of loan processing, underwriting processes to nCino/ Salesforce platform

- Worked with bank underwriting, loan processing business stakeholders to analyze as-is process
- Executed multiple POCs to analyze and presentation of multiple solution approaches for transformation
- Implemented Vlocity insurance solutions for quoting, billing, policy/ claims administration etc.
- Designed new to-be processes based on nCino/ Salesforce functionalities
- Setup of new Org to implement future processes for Sales and Services
- Implementation of customer communities, experience cloud for real estate commercial and retail clients
- Designed integrations with old Enterprise Org to share accounts, leads, contacts data
- Lead design and implementation of XL connector with nCino for underwriting scenarios analysis

- Lead implantation of Docgen integrations with nCino/ Salesforce
- Lead implementation of new Term Sheet generation and Credit memo generation processes
- Designed data models, processes to support end-to-end functionality
- Articulated, helped change management for users' adoption of the newly implemented processes
- Lead and managed onshore and offshore teams for project implementation

AT&T

Dallas, TX

Oct '20 – May'21

Tools: Salesforce (Sales, Service, Communities, Commerce), Vlocity, CPQ, Apex, ERP

Description: As an Architect helped in implementing processes for AT&T retail stores

- Designed processes for digital check-in for customers at retail stores
- Future check-in process architecture and design
- Lead technical team for implementing new functionalities for retail store customer interactions
- Analysis and design for product pricing and discounting processes
- Implementation of AT&T retail customers communities for Sales and Support
- Integrations designs and lead implementation team for delivering integrations
- Business stakeholder management, requirements refinement and solution designs

VMWare/ Vizient Health (VerizonSoft) Palo Alto/ Dallas, TX Apr '14-Oct '20

Tools: Salesforce Cloud (Sales, Service, Commerce, Marketing, Communities, Health), Vlocity, Copado, Pardot, CPQ, CTI, Einstein, Jenkins, Apex, Java, ERP, Visualforce, MuleSoft/ Informatica, REST/ SOAP

Description: As a Sr Architect/ Lead

- Managed Analysis, design, development & production support for the process improvements, customizations
- Preparation of FD/TD, map & gap analysis, system integration design and development for customer 360
- Architecture and implementation of integrations like ERP, Legacy, Web, Call Center CTI etc.
- Campaign management, leads nurturing, qualifications, lead integrations, data cleanup and conversions
- Marketing implementation including customer journeys, campaign management, email/ social media etc.
- Field Service Lightning (FSL) setups for Service territories, assets, entitlement, inventory, pricing, resources
- Design and implementation of customer communities and partner communities for multiples BUs
- Design, development of integration real time/ batch mode APIs using SOAP, REST, Events and middleware
- Implemented patient/provider management, patient care, patient engagement, timelines, cards, analytics
- Implemented Health Cloud Member/ Patient Case management, escalation, assignments, communications
- Implemented quote-to-bind, digital claims, digital policy administration and contact support
- DevOps, CI/CD process implementation using GitHub, Jenkins, ANT, Salesforce DX
- Vlocity implementation, integration across multiple orgs with Omniscrypts, Vlocity DataRaptor, Console etc.
- Vlocity configurations of Cards, Actions, Analytics, Mobile etc.
- Implemented, customized CPQ, Pricing, Quote-to-Cash, Contract management, subscription, Inbox processes
- Renewals business opportunity creation and management processes including financials integrations
- Designed and implemented product rules, pricing rules, price lists for product family offerings
- Implemented bundles, exclusions, discounting, guided selling, cross sales, advanced approvals
- Designed and developed case management, customer entitlement management processes in Service Cloud
- Einstein analytics server, schema data design, management, dashboards, management reporting
- Implemented Einstein Chatbot for customer support through Web chat, messaging etc.
- Designed Workflows, process builder, triggers, validation rules, formula fields, approval processes
- Preparation of test cases, use cases, user training and test execution management

Symantec, Sunnyvale, CA

May '13 – Mar '14

Tools: Salesforce (Sales, Service, Marketing), CPQ, Pardot, ERP, REST/ SOAP, Portals, MS Office Tools

Description: As a Lead/ Architect

- Business requirements gathering, analysis for sales, support programs for VMware, partners
- Implementation and support of Sales Cloud, Service Cloud, Marketing programs on Salesforce and OWC
- Implementation of Territory management, security controls, accounts, programs and associated programs
- Created FDs, end-to-end business use cases, business flows, data models for CPOE program
- Design, development of REST, Bulk, Middleware APIs for integrations
- Designed, implemented partner portal, ERP system data integration with Salesforce with validation rules
- Managed go-live activities, defined test cases, issue resolution after go-live
- Lead user training onsite and virtual, user acceptance testing UAT, creating user training manuals

- Worked with cross functional teams including partner portal team for program deliverables
- Worked with IT teams including service providers and offshore team

Cisco Systems, San Jose, CA

Aug '09 – May '13

Tools: Salesforce.com (Sales, Service, Marketing), REST/ SOAP, Oracle ERP, Docusign, CPQ, Informatica

Description: As an Architect/ Lead

- Business requirements, analysis, re-architecture of the Corporate Community Affairs business processes
- Salesforce.com implementation, configurations for the Corporate program support
- Lead architecture, design of integration between Salesforce and systems like ERP, Financials, Datawarehouse
- Design, development of SOAP/REST, Bulk, Middleware APIs for integrations
- Worked with other partners like TechSoup for B2B system integration architecture
- Requirements gathering, use case scenarios, UAT, user testing coordination
- Architecture, implementation custom objects like sales orders, sales lines, shipments, invoices
- Designed workflows, Visualforce pages, data model, approval processes, access rules, email alerts
- End-to-end as is, to be process flows, business processes documentation
- Salesforce.com to Oracle EBS MDM integration using Informatica Cloud MDM
- Articulated business reporting and analytics needs for process improvements
- Worked with external partner and internal Cisco cross function teams for B2B integration

Calix Networks/ Turin Networks, Petaluma, CA

Feb '08 – Aug '09

Tools: Salesforce.com, Oracle Applications 11i/ R12, Java, Business Objects

Description: As a Sr. Analyst redesigned business processes and ERP, CRM footprint:

- Worked with business clients to perform initial analysis of business requirements
- Analysis and process improvements of Order to Cash and Return to Repair business processes
- Successful upgrade of Oracle Applications from 11i Oracle R12, conducted and coordinated CRP and UAT
- Gathered business requirements and implemented new modules like service contracts, install base
- Defined business process and systems integration architecture
- Software systems evaluations, selection and proof of concepts (POC)
- Salesforce.com implementation including contacts, leads, opportunities, ERP integration
- Prepared scenarios, use cases, data flow diagrams, analysis documentation
- Conducted extensive user trainings and process walk thru

Cisco Systems, San Jose, CA

Oct '05 – Feb '08

Project: LEAP phase II, Everest (Oracle Applications 11i)

Tools: Oracle Applications (CRM, Financials), Salesforce.com

Description: LEAP a major initiative to improve Cisco's contract renewal success and sales. As an Analyst:

- Gap & Map Analysis, requirements gathering, application setups & configuration
- Analyzed and authored design documents for Quoting, Service contract renewals and OM
- Prepared scenarios; use cases and analysis documentation. Managed requirements trace into implementation
- Worked on SOX audit for Q2C track for modification to existing customizations and sox compliance.
- Designed customizations in pricing service lines, entitlements, IB split instances etc.
- Single point of contact for external groups representing Quote Ordering system
- Supporting & resolving production issues and support. Coordination with offshore and onsite teams.

Other Experience

Successfully developed & implemented financial, banking, data warehousing systems for companies like PriceWaterhouse, Oracle Corp, iPlanet, Dupont, United Postal Services, EXP Systems etc.

Education

Post Grad Extended Studies, Stanford University

MBA, Lucas School Of Business, SJSU, California

MS (IT), San Jose State University, California

BS (Engineering), Poona University, India

Shrikant Janolkar

- Frisco, TX, US

Contact Information

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- 4696446441

Work History

Total Work Experience: 23 years

- **Architect/ Lead Multiple (Accenture, Keybank, ATT, VMware, Symantec,**
Feb 01, 2000

Education

- **Masters** | San Jose State University
Masters

Skills

- 11i
- acquisition integration
- analysis
- analytics
- applications
- assessment
- atlanta
- auto
- b2b
- banking
- billing systems
- budget management
- budgeting

- business analysis
- business intelligence
- business knowledge
- business objects
- business process analysis
- business process re engineering
- business services
- cash
- cisco technologies
- cognos
- communication
- concepts
- concerts
- concurrent
- configurations
- contractual agreements
- coordination
- corporate affairs
- cpoe
- cross functional team leadership
- customer data
- dac
- dashboard
- data architecture
- data conversion
- data integration
- data migration
- data modeling
- data warehousing
- delivery
- design
- dfd
- dmaic
- edw
- enablement
- encouragement
- end user training
- end users
- engineering
- entitlements
- erwin
- etl
- evaluations
- executive presentation development
- exp

- financial reporting
- financial transactions
- financials
- flexible
- functional requirements
- gap analysis
- gates
- global teams
- goolang
- grants
- india
- informatica
- infrastructure
- interfaces
- internal audit
- iplanet
- key performance indicators
- legacy systems
- management
- mentoring
- mergers and acquisitions
- microstrategy
- netapp
- network communications
- new releases
- obiee
- odi
- offshore
- olap
- operational support
- operations management
- operations process improvement
- oracle
- oracle crm
- oracle erp
- partner portal
- pgp
- platform architecture
- pmo
- point of contact
- portals
- presentations
- pricing
- process control
- procure to pay

- production process
- production readiness
- production support
- program management
- project
- project estimation
- project management
- project planning
- project plans
- promoting
- quality results
- quoting
- r12
- rational xde
- re engineering
- reporting
- reports
- representation
- resource management
- responsibility
- reviews
- risk
- rma
- roadmap
- rollout
- san jose
- sap
- sarbanes oxley act
- sas
- scientific
- sdlc
- self managed
- service orders
- service providers
- setups
- six sigma
- sla
- sms
- software
- software implementation
- software systems
- solution
- solution delivery
- stakeholders
- strategies

- strategy
- symantec
- system
- system monitoring
- system upgrades
- task assignment
- tca
- teradata
- test cases
- training
- transitions
- ups systems
- user acceptance testing
- user adoption
- user requirements
- user training
- vendors
- virtual
- visio
- workflow
- erp - 8 years
- oracle apps - 6 years
- obiee, business objects - 6 years
- cisco - 7 years
- invoices - 6 years
- microsoft office - 6 years
- oracle ebs - 6 years
- oracle applications - 6 years
- salesforce.com - 15 years
- implementation - 14 years
- analysis (technical, functional) - 11 years
- configuration - 10 years
- finance - 9 years
- architecture - 8 years
- documentation - 8 years
- sales - 8 years
- use cases - 8 years
- requirements elicitation - 7 years
- business process - 6 years
- business requirements - 6 years
- crm - 6 years
- integration - 6 years
- lead pm - 6 years
- leadership - 6 years
- process improvement - 6 years

- **requirements analysis** - 6 years
- **system integration** - 6 years
- **cpq** - 5 years

Work Preferences

- Likely to Switch: True
- Willing to Relocate: True
- Travel Preference: 100%
- Work Authorization:
 - US
- Work Documents:
 - US Citizen
- Security Clearance: False
- Third Party: True
- Employment Type:
 - Full-time
 - Part-time
 - Contract - Corp-to-Corp
 - Contract - Independent
 - Contract - W2
 - Contract to Hire - Corp-to-Corp
 - Contract to Hire - Independent
 - Contract to Hire - W2

Profile Sources

- linkedin: <https://www.linkedin.com/in/shrikant-janolkar-a7986b>
- Dice: <https://www.dice.com/employer/talent/profile/4252d4a66bd4c30d53788b0a290f8ce7>