

VINEET SHARMA



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India



Project Management | Certified SCRUM Master | Digital Transformation | Techno - Leader

A corporate IT leader with an entrepreneurial spirit, curiosity and global mindset. An unconventional thinker with over 25 years of exposure, and a passion for championing design solutions, evaluating technologies, and applying industry leading trends and tools to achieve delivery, quality, and business objectives that drive the business forward. Developing partnerships across the innovation ecosystem, identifying opportunities for mutual success and crafting roadmaps intended to meet long term goals are his inherent strengths.

Career Timeline



Past Experience

- **Apr 2003 – Aug 2005 |**
Sr. Project Manager – EA | Ciber
- **Jun 2001 – Apr 2003 |**
EA Project Manager | Accenture
- **May 1999 – Jun 2001 |**
Application Architect, Technical Lead | Computer Consultants of America Incorporated
- **Aug 1996 – May 1999 |**
Team Leader | CCN Incorporated
- **Nov 1995 – Aug 1996 |**
Senior Consultant | Computer Consultants of America Incorporated
- **May 1991 – Dec 1992 |**
Analyst | Logic Systems

SFDC: Key contributor to the global business that grew from \$ 12B+ in annual revenue when I joined in 2017 to \$ 17B+ in 2020.

CTS: I was the practice head of \$110 M P&L SFDC practice; geared for a 40% growth in 2017. Structured the deals and also worked with other leads to manage the P&L with a plan of ~15% savings.

Deloitte: I was the owner of \$40 MP & L SFDC practice that rolled up into the larger \$300 M practice in US Structure the deals and also work with other leads to manage the P&L with a plan of ~ 11% savings

Core Areas of Expertise

- Business strategy | Global P&L | Stakeholder Management | Partner Relationships
- Digital transformation | Cloud/SaaS/PaaS/IaaS Solutions | CRM | Digital Content
- Sales / Delivery of Large Enterprise Applications - Salesforce.com, Documentum, Interwoven

At a Glance

- Complete ownership of revenue, profit, and growth objectives, and delivery of transformative solutions with both start-up and Fortune 100 companies alike.
- **Proffered business continuity** for the firm through nurturing sustainable relationships with key client stakeholders including **Bajaj, Reliance, Johnson and Johnson** to name a few in their **Digital Transformation Journey** with the Total **Contract Value** of over **100 Mn USD**.
- Recognized as a Business Head with credibility of optimizing over **100Mn USD in revenue, 300% increase in profitability in a 4year period**, and leading **cross-functional engagement teams of over 1400 employees**.
- Held accountability of Leadership, Management, Program Office, Business Strategy, and Incubation Experience for Salesforce, Deloitte, Accenture and HP – that form an integral part of the Big 5 Consultancy firms in the world.
- **Conceptualized and commissioned** best start-up practices in the **Digital Solutions business including Enterprise cloud (Salesforce.com), Digital content, Ecommerce, Mobile and Social domains**.
- Facilitated growth and agility of **transformative programs** that led to clients becoming **“Digitally Connected Enterprises”**.
- Managed end-to-end **engagement delivery exceeding 1000,000 man days meeting set deadlines and budgets**, while directing multiple programs under portfolio and vendor relationships.
- Extensively experienced in delivering mega-scale IT solutions life cycle in the Automotive, Chemical, Finance, Health Care, Retail, Telecommunications and Utilities industries.
- **Established scalable and expert teams of more than 1000 professionals** for executing **Cloud / SaaS / PaaS / IaaS** solutions and support.

Significant Contributions

August 2017 – Present | Vice President | Salesforce.com Incorporated

- Offered **Strategic Senior Leadership and Direction for Global Customer Success Operations** (including service delivery, revenue generation, and budget / cost optimization) in the **APAC** region, mainly India and Australia, managing complex delivery and industry leading quality processes.
- Extended optimum key **stakeholder engagement and management** through collaboration with multiple functional global leaders, driving the optimization and delivery of business KPIs, and exceeding expectations in terms of set targets.
- **Drove exemplary Customer Success** through partnership with global field leaders, and through directing Customer Engagement and Partner Engagement functions **across geographies with teams of more than 500 members.**
- **Facilitated customer adoption** and success through a fusion of dynamic and flexible services, and directing functions including **Accelerator Delivery, Signature Success, Premier Success and more.**
- Provided Support for End-to-end Salesforce Product Suite (all clouds), and oversaw Incident / Escalation Management.

October 2016 – August 2017 | Global Practice Leader | CTS

- Directed the **Global Practice Team**, including functions like hiring for market demand, resource growth, financial performance, pipeline optimization, deployment, go-to market strategies, training of resources, and resource utilization.
- **Established a Digital Transformation Consulting team** as experts in leading edge salesforce.com, and related ecosystem within Business / Product Consulting, and Enterprise Application Services Portfolio technologies.
- **Drove innovative “Full Force” solutions and stand-alone products**, making the market with his practice.

June 2009 – October 2016 | Vice President | Deloitte

- Recognized with the **Global Practice Leadership Award in 2013** for **\$100+ Mn** revenue generation and **100% practice utilization**
- **Directed multiple programs for systems integration, salesforce.com, content management, and portal development** in various industries such as **Automotive, Chemical, Finance, Health Care, Retail and Telecommunications**
- Led large **multi-year programs** with **TCV** valued at **10 – 20Mn USD**, with cross-functional management of more than **50 teams**, and each program spanning over two years.
- Incorporated **strategic measures to design and implement** industry solutions in the **Financial Services and Life Sciences and Healthcare** domains.
- Spearheaded the **“Cross-Capability”** Engagement Delivery including portal, ecommerce, and web content platform development for Deloitte Digital and salesforce.com
- **Asset Insights:** A cloud-based platform developed for providing analytics and data sets for applying customized analytical models across Sales & Distribution, Risk & Finance, and Operations for Investment Management companies.
- **Insure Sense:** Platform that provides analytics and reports for Insurance companies that is built on Cloud for all functions like Sales & Distribution (integrated with SFDC), Policy Underwriting, Claims, Billing, Finance and Operations.
- **Customer Onboarding:** This Cloud based managed analytics platform provides insights into duration, reasons, and corrective actions recommended to facilitate completion of KYC prior to activating Customers accounts across Retail, Institutional & Wealth Management functions of Banks leveraging Force.com

September 2005 – May 2009 | Program Director | Hewlett-Packard |

- Managed the interface with both the client and internal organization at a senior management level.
- Created, developed and executed comprehensive program plans to manage program delivery and ensure required resources were made available at the highest level.
- Ensured that all program strategies, targets and objectives are clearly defined and understood by key stakeholders.
- Provided 'end to end' project management and process support to the client using appropriate project management tools & techniques.

Leadership Management

Coordination

Cross Departmental

People Management

Customer Attrition Control

Cross Cultural Team Management

Technical and R&D Management

Resource and Capacity Management

Process

P&L Accountability

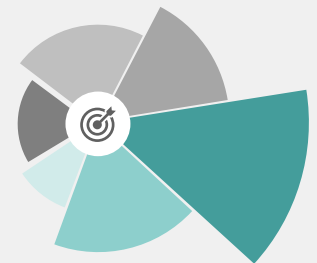
Crafting New Strategies

Cost Optimization and Reduction

Fiscal Management

Geographical Expansion

Financial Management



Strategy & Vision

- Continuous Process Improvement
- Internal Control Improvement
- Strategic Product Development
- Revenue / Market Share Increases
- Operational Risk Management and Mitigation
- Internal Controls and Processes
- Strategic Product Development

Product Development

Regulatory Affairs

Solution Development

Product Launch

Process Excellence

Change Management

Conflict Management

Incident Management

Certifications

2005 | Certified PMP

2010 | Certified Scrum Master

2006 | ITIL Certified

2011 | SF Developers Certified

Noteworthy Programs

Vice President | Deloitte | June 2009 – October 2016

Business Transformation Program | International Retail Bank

Total Contract Value: 30Mn USD | Teams Handled: 120+ | Duration: More than 2 years

Scope:

- Delivered Agile Engagement Delivery for core banking functions including self-service, origination and onboarding, and mobile solutions.
- Facilitated “state of the art” user experience and visual design leveraging dynamic technologies like J2EE, Polymer 1.0, HTML5, CSS, Angular JS, TFS and Selenium.
- Directed solution implementation across 9 Scrum teams including technical and business teams.
- Administered a sustainable and cost-efficient DevOps model including AMD, demand and staffing, training, monitoring DevOps integration and innovation.
- Expertly managed the portfolio, contributing to a projected cost optimization of more than 7Mn USD annually to the client business units.

Transformation of IT Landscape to Cloud Implementation using Force.com | Healthcare | Total Contract Value: 25Mn USD | Teams Handled: 100+ | Duration: More than 2 years

Scope:

- Conceptualized and implemented the transformation of more than 150 disparate IT systems onto cloud, and the defining / implementation of the DevOps roadmap for strategic programs including clinical trials systems and global medical information management.
- Established and led over 100 key resources including multiple vendors and project managers throughout the life cycle of the project, building several market collaterals including those for clinical trials, quality management and testing automation.

Transformation of a Hardware Provider to MOS Provider using Salesforce.com

Total Contract Value: 20Mn USD | Teams Handled: 50+ | Duration: More than 3 years

Scope:

- Enabled the strategic use of multi-cloud sales automation, configuration price, and quote capabilities to sell MOS, contributing to the optimization of the client’s value proposition.
- Spearheaded a team of more than 50 key resources including 3 cross-functional teams and 2 external vendors throughout the Life cycle of the project, and factored these teams to establish Agile methodology for the system delivery, and to automate approvals / integration of multiple business units.
- Offered successful Technical Leadership in delivering Lead Management, Opportunity Management, Contact Management, and Account Management Tracking for a salesforce exceeding 2000 professionals.
- Conceptualized and implemented the transformation of more than 150 disparate IT systems onto cloud, and the defining / implementation of the DevOps roadmap for strategic programs including clinical trials systems and global medical information management.
- Established and led over 100 key resources including multiple vendors and project managers throughout the life cycle of the project, building several market collaterals including those for clinical trials, quality management and testing automation

General Motors (GM) | Portal, Identity Management, Finance and Security Service Offerings

Combined Value: 30Mn USD

Scope:

- Directed 9 cross-functional teams (70% off-shore), with 4 immediate team members / 100+ indirect team members, and 4 external vendors through the entire lifecycle of the multiple projects of the program, with the resources spread across India, Argentina, Brazil and Egypt.
- Held ownership over creating solutions, cost models, pricing, project plan for every lateral of the project / program. Accountability over internal / external stakeholder relationships and engagement, internal business processes, service delivery, and change management.
- Contributed to provide a projected cost optimization of more than 5Mn USD annually to the client business units.

Daimler Chrysler (DCX) | Server Refresh

Overall Program Value: 10Mn USD

Scope:

- Spearheaded program to refresh server environment comprising over 1400 servers with configurations including IBM AIX, Sun Solaris and Win-Tel.
- Managed cross-functional team management inclusive of 80 professionals both internal and external, with program hours exceeding 100K in total.

Academics

2007 | Master of Business Administration – Program | Ross School of Business, University of Michigan | Michigan

1995 | Master of Science – Engineering Southern Illinois University | Illinois, USA

1991 | Bachelor of Science – Engineering Sri Venkateshwara University | India