Anirudh jajodia

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**Certified Salesforce CPQ Specialist and CRM Administrator** with keen Business Analyst skills having **5+ years** of progressive work experience in Lead to Order business process transformation, CRM implementation and ERP integration.

PROFESSIONAL EXPERIENCE

## Hexagon Mining Inc. | Sr. Business Analyst-Global Sales and Marketing September 2017-Present

* Process Automation: Automated 80% of manual processes using declarative tools e.g. workflow, process builder, flow designer, approval process to reduce significant manual effort for internal teams
* POC for SFDC Administrative tasks. Created Profiles, Roles, Page Layouts, Reports, and Dashboards
* Worked closely with Sales and Finance directors; performed detailed analysis of business and technical requirements and designed solutions by customizing various standard and custom objects of Salesforce
* Reduced manual touch points by developing automated wizards/screens and improving data capturing process and quality
* Streamlined sales deal approval process by implementing Salesforce approval workflows and drastically reducing instances of approvals through emails
* SME on Salesforce CPQ implementation for managing customer quoting and, product pricing and discounting
* Designed and configured end-to-end Quote to Cash process from product and package configuration, to pricing, quote creation, contract management and execution to invoicing, billing, orders, revenue recognition and renewals
* Piloted the implementation of Lightning Salesforce UI improving users visual experience and increasing mass user adoption
* Built reports and dashboards to effectively track business performance from Opportunities to Product revenue recognition
* Integrated SAP with Salesforce, eliminating data inconsistency across multiple business applications
* Performed ETL on Accounts, Contacts, Opportunities, Price Books and Contracts data from legacy source system to Salesforce CRM using tools such as Apex Data Loader, Salesforce Import and Export Wizard, Informatica and, developer workbench

## FireEye Inc. | Business Process and Tool Development Intern May 2016-August 2016

* Analyzed sales and inventory related data to create reports generating metrics/KPI’s and dashboards using Tableau by gathering data from heterogenous source systems like Oracle EBS and Salesforce to provide executives with analytical decision-support system used as the basis for inventory management digital transformation, reducing wastage on overstocking by 16%
* Improved product Last Time Buy(LTB) process by analyzing and documenting as-is process, conducting interviews with various stakeholders and performing gap analysis to create efficient to-be process; reducing depot support operation cost by 8%
* Developed Workflow and Dataflow diagrams and provided training to team members on the official process to be followed for Inventory Management related to Last Time Buy products

## Accenture | Business Analyst April 2011-July 2015

* Implemented SAP FICO module and integrated with Salesforce for revenue recognition increasing accuracy of financial forecasts.
* Conducted JAD sessions, stakeholder interviews and job shadowing to gather requirement; created BRD, Functional specifications, process mapping documents, Use case diagrams, workflow/process flow diagrams, training guidelines and UAT
* Created ad-hoc SQL reports by analyzing product sales data sets to enable the management team to gauge product performance
* Translated 65+ business needs into tangible deliverables like the functional requirement documents(FRD), technical specifications, use cases, workflows and dataflows
* Analyzed as-is client process for transportation management function based on stake holder interviews and industry best practices; developed to-be process and business rules for better streamlined transport of temperature-controlled vaccinations
* Optimized resource scheduling by remodeling the process of matching skills and capacity to work orders resulting in optimum resource utilization and cost reduction by 26%

CERTIFICATIONS and AWARDS

* **SALESOFRCE CPQ Specialist** April 2018
* **SALESFORCE Certified Administrator** January 2018
* PRIDe award for providing excellent client consultation services. Awarded by Accenture and Nationwide September 2014
* ACE award for excellence in one of the largest SAP implementations. Awarded by Accenture and BHP Billiton October 2013

EDUCATION

 **MS** in **Management Information Systems** University of Arizona, USA GPA: 3.60 August 2016-May 2017

 **MBA** in **General Management**  University of Arizona, USA GPA: 3.60 August 2015-May 2017

 **BS** in **Information Technology** University of Mumbai, India GPA: 3.24 August 2006-May 2010

TECHNICAL SKILLS

* **Tools:** Salesforce CRM, Salesforce CPQ, Pardot, SAP ERP, Informatica CC360**,** ServiceNow, BMC Remedy, JIRA, ARIS
* **Analytics:** Tableau, SQL
* **Methodologies:** Agile, Waterfall, SCRUM, SAFe
* **MS Tools:** Visio, Project, Excel, PowerPoint, Word, SharePoint, Access, SSRS, SSIS