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| **Prasad Palkar** |
| 9975008120 / 9834825505, prasadpalkar88@gmail.com, Pune, Maharashtra - 411061 |
| PMO Business Analyst with over 6 years of experience in supporting business solutions and 4 years as an Analyst. Have worked in Agile environment specializing in Business Analytics, Project Management, Salesforce, Sales Incentives and Tableau Desktop. |
| **PROFESSIONAL EXPERIENCE** | **TRAININGS:****PMP training program****SCRUM training****Tableau Desktop****EDUCATION:**BCS, Computer ScienceUniversity of Mumbai, 2009**SKILLS:**Stakeholder ManagementPeople ManagementTeam LeadershipProject Management SkillsLightning ComponentAdvanced in MS Excel including PivotTables, VLOOKUP, SUMIFS, COUNTIFS, INDEX MATCH, Validations, Power Point**TOOLS:** SAP, Salesforce, Tableau Desktop, BI Tools**AWARDS:****Bronze Certificate**Honeywell International India Ltd.**Silver Certificate**Honeywell International India Ltd.**Star performer of the year**eClerx Services Ltd.**Employee of the Quarter**Wipro BPO |
| **Program Project & Control Analyst****Honeywell International India Ltd. 2018 – Present*** Engage client to gather requirements and business rules also analyze data through SAP, Salesforce and BI Tools.
* Develop and maintain models/tools used for incentive calculations, conduct sales incentive calculations and payments.
* Conduct testing including functional, user acceptance and integration to verify client's needs are met.
* Communicate client's business requirements by constructing easy to understand data process models.
* Translate stakeholders requirements into different tangible deliverables such as user stories, workflow/process diagram, data flow diagram.
* Experience working in an Agile Scrum environment.
* Assisting in the development of sales and incentive related analysis for ongoing performances. Met KPI targets.
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| **Project Management Specialist (PMO)****Honeywell International India Ltd. 2016 – 2018*** Being in a PMO team, building and publishing customized interactive dashboards in Tableau and Salesforce. Engage with stakeholders to gather requirements.
* Created and updated users, developed reports and dashboards to track pipeline/stages in Salesforce for management visibility.
* Streamlined the process resulting revenue generation of $7630 and 45% increase in supported systems.
* Created leads template to upload it in Salesforce.com for new systems. Assign the leads to the Account Managers, keeping a track of the licenses for which the leads are created.
* Coordinate with sales team to plan, manage current contracts, opportunities and upgrades of the systems of building solutions. Managed ongoing support request and administrative needs of stakeholders in Salesforce.
* Responsible for implementing and maintaining the Salesforce configuration, schema, custom objects.
* Managed and tracked the deliverables against the scope and project plan, while keeping the stakeholders up to date.
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| **Senior Analyst - Team Lead****eClerx Services Ltd. 2015 – 2016*** Presented Quarterly Business Review to stakeholders for process updates, revenue generated and process roadmap.
* Oversaw up to 10 analysts. Managed the team to perform within the deadline. Served as an advisor to the team, leading by an example.
* Maximized results by specifically applying resources in areas that capitalized on their individual strengths resulted in significant improvements in customer relationships for maintaining SLA.
* Prepared and published Resource utilization and weekly scorecard for team.
* Partner with stakeholders to ensure vision and roadmap are well-defined and understood.
* Identifying & tracking tasks that increased customer satisfaction, increasing productivity by 35%. Completed the defined KPI.
* Successfully interpreted data to draw conclusions for managerial actions and strategy.
* Optimized data collection procedures and generated report and publish on weekly, monthly and quarterly basis to stakeholders.
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| **Analyst****eClerx Services Ltd. 2013 – 2015*** To be upfront for any queries from stakeholders.
* Lead Management and Campaign management for Channel Partners.
* Performing audit for Relationship Leads.
* Uploading, updating data through data loader.
* Perform data cleanup for Leads, Accounts and contacts in Salesforce.
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| **Practitioner****IBM Daksh 2012 – 2013*** Internet Troubleshooting, providing support for internet issues.
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| **Senior Associate****Wipro BPO 2010 – 2012*** Order processing for telecom process: Analyze the orders using tools then process the request.
* Ensure the orders are done within given time frame with a high degree of accuracy.
* Manage workload within a team. To be upfront for any queries.
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