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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 Science  University of Mumbai, 2009  **SKILLS:**  Stakeholder Management  People Management  Team Leadership  Project Management Skills  Lightning Component  Advanced 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. |
| **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. |
| **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. |
| **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. |
| **Practitioner**  **IBM Daksh 2012 – 2013**   * Internet Troubleshooting, providing support for internet issues. |
| **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. |