



Vivek Rai

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Profile:

A distinct Business Analyst and a Salesforce expert with 12 years of combined experience in SAAS based ERP, CRM and Quote to Cash Software. I have worked in Fortune 500 companies like SAP and Cisco at various key positions. I have coordinated, Onsite and remotely with teams, stakeholders, including customers and end-user across four continents (India, US, Germany and China), developing, maintaining and Enhancing SAAS based applications. Presently I am actively looking for a position, where I can contribute to the overall success of the organization with full integrity and zest.

Key Skills:

Business Analysis - CRM Business Solutions, Requirement gathering and Analysis, Coordination of cross-functional team, Team management, Project Planning and Execution, Analytics and Reporting, Support and train stakeholders.

Requirement Elicitation Tools - Brainstorming, Workshop, Prototyping, Storyboarding, Use case diagrams, wireframes.

BA tools and Project Management - Process diagrams, Data flow diagrams, ERD, BRD, User stories and story slicing. Microsoft project, BMC Remedy.

Salesforce.com Sales Cloud and Salesforce CPQ. Advanced Administration, Data Security and Data Management, Reports and Dashboards. App customization for Managed Packages.

Other Systems - ERP, MS Dynamics CRM, Apttus, Enterprise Billing Software, Order Management, Contract Management, SQL, SAP and BI Reporting.

Experience:

Organization	Designation	Duration
Cisco Inc.	Salesforce Analyst	(02/2007) – (10/2009)
Novozymes A/s	Business System Analyst	(10/2009) – (06/2010)
SAP India	Senior Salesforce Analyst	(06/2010) – (07/2014)
Conga (Apttus)	Salesforce Apttus Solution Consultant	(07/2015) - (12/2015)
Lost Kyte Pvt. Ltd.	Co-founder	(01/2016) - Present

Key Responsibilities:

- Elicit, Analyze, validate, specify, verify and manage the system needs of project stakeholders, including customers and end users.

- Harmonizing Remote, Onsite and Client site work among whole teams at all strategic locations such as US, Europe, China and India.
- Participate in solution and design activities in conjunction with teams.
- Analyze client needs, define business processes, and develop functional requirements.
- 12 years working on systems analysis and implementation, preferably ERP/CRM/Quote to Cash. Involved throughout the business process of Lead to Cash. Responsible for Developing, Maintaining and Enhancing applications and Products.
- Salesforce and CPQ certifications. Advanced Salesforce administration experience required Profiles, Workflows, Process builder.
- Hands on ability to manage user permissions, configure product and pricing rules, approvals, quoting templates, digital signatures, workflows, validation rules, changes to user interface.
- Familiarity with Salesforce development APEX, Visualforce, Lightning.
- Conduct analysis, design, configuration, testing and implementation of Cloud Applications for our clients.
- Sales & Marketing Supervisor, responsible for the overall administration, effective usage, and day-to-day management of the all the Systems from Lead to Cash [Marketing/Sales/Billing/ Professional Services/Product Development].
- Responsible for handling the daily business anchoring of Sales, Marketing's and Supply chain business systems within the areas of CRM, e-Business and Business Intelligence (BI) globally.
- As the key driver of CRM business systems within, this position focused on maximizing the effectiveness of all business systems supporting the business and understanding Sales/ Finance/Marketing requirements and practices for better results.
- Responsible for coordination with Sales, Contract, Order Management and Finance teams to understand current and future systems and processes.
- Coordinate IT and UAT test scripting and testing.
- Create and maintain set of operating instructions, system configuration and other documentation as needed.
- Collaborate with Business and IT teams to ensure the solution meets user requirements.
- Excellent communication and organization skills
- Harmonizing work among whole teams at all strategic locations such as US, Europe, China and India.

Education:

Degree	University	Year
B.E (M.E)	D.S.C.E	2002 - 2006
Apttus CPQ Certified	APTTUS	2014
SFDC ADM-201 Certified	SFDC	2012