

# Manil Johnson

SALESFORCE SR. LEAD BUSINESS ANALYST

## Summary

### SALESFORCE RANGER

Around 7+ years of IT experience, as a Business Analyst. Worked closely with Developers and Business owners to enable business processes using Various Tools. Also worked on Different functionality in Salesforce CRM. Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation. Possess strong communication, interpersonal & technical skills with the capability to grasp new concepts quickly and utilize the same in a productive manner. Experienced and passionate Business Analyst with evaluating and improving business systems for well known organizations.

## Experience

### Sr Lead Business Analyst (Salesforce Practice), Majesco, Pune

DECEMBER 2021 – NOVEMBER 2022

- Was responsible for requirements gathering by working closely with various stakeholders and will create stories that are well aligned to the Agile methodology & Safe Method
- Also carrying the responsibility of process documentation of existing functionality and enhancements to processes as the business needs evolve.
- Our environment uses a variety of applications and the role will have the opportunity to learn and work on functional areas like Salesforce Sales , Community & Service Cloud and a variety of AppExchange products.
- Coordinated with Developers, QA & Architects
- Understanding development and Configuration
- Tools used -Confluence , Slack etc
- Strong experience with Agile/Safe and Salesforce functionality Strong understanding of Salesforce Declarative Programming and Administration (Process Builder, Flows, Workflows, Approval Processes and Validation Rules) Team player willing to collaborate and take on responsibilities based on business and technical needs Self-organized with ability to take independent ownership of work and deliverables.
- Proven ability to work productively with minimal monitoring Willingness to roll up sleeves and get hands on with process, Salesforce, user acceptance testing and change management Flexibility to work across global time zones with some overlaps
- Insurance- Digital Insurance P & C
- Projects - Absence , Claims & Connect

### Software Engineer (Salesforce Practice), Mphatek Systems Private Limited, Pune

APRIL 2021 – DECEMBER 2022

- High Level proficiency in Salesforce.com administrative tasks such as creating user profiles, roles, custom objects, custom fields, page layouts, workflow rules, validation rules, reports, and dashboards
- Implementation experience of Sales Cloud, Service Cloud and Customer Communities
- Experience to build and modify Salesforce.com Reports and Dashboards in Classic and Lightning UI.
- Experience with data management and data migrations

## Details

Pune, Maharashtra, India,  
411017  
India  
9764298897  
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## Skills

Effective Time Management

Computer Skills

Microsoft Office

Fast Learner

Ability to Multitask

Adaptability

Time Management Skills

## Languages

English,Hindi, German

- Detail oriented, organized, and demonstrate ability to multi-task and shift priorities quickly, while maintaining control with limited supervision
- Team player with a positive attitude, strong work ethic, focus on business issues and articulate solution/ approach. Excellent communication and interpersonal skills
- Excellent research and problem-solving skills. Ability to translate business requirements into technical deliverables.
- Ability to prioritize tasks, manage parallel projects, and meet deadlines
- Experience with Agile Methodology and sprint cycles.
- Project -BFSI Bajaj finserv

### **Business Analyst (Salesforce Practice), Future Market Insights, Pune**

FEBRUARY 2020 – APRIL 2021

- Collect, analyze and document the business requirements to enhance/ develop the system and other related applications to improve the Business. Reports to Project/Program Manager.
- Experience using Salesforce or similar CRM Products to develop client or business solutions Hands on experience configuring Salesforce or similar CRM Product, including workflows, validation rules, and security controls Proven ability leveraging analytical and problem-solving skills in a fast-paced environment Detail-oriented individual with the ability to quickly ramp up on new clients, their business needs, and technologies Strong presentation, communication (written and verbal) skills, and interpersonal skills Ability to juggle and prioritize multiple tasks within a collaborative team environment
- Manage scope creep throughout the project.
- Trains and/or mentors other team members, and peers as appropriate.
- Demonstrates flexibility and willingness to do what it takes to get the job done Drive and desire to learn and grow both technical and functional skill sets Proficient in Microsoft Word, Excel, PowerPoint, Project, and Visio

### **Business Development Executive (Salesforce), Inventive SMI, Pune**

DECEMBER 2015 – AUGUST 2016

- Experience in supporting Salesforce Sales Cloud Strong analytical, troubleshooting and problem solving skills
- Excellent in oral and written communication skills Understanding of Agile, SCRUM methodology.
- Experience in with Jira and Confluence Ability to manage and prioritize workload to meet deadlines

### **Research Analyst (Salesforce), Salesify, Pune**

MAY 2014 – MAY 2015

- Experience in supporting Salesforce Sales Cloud Strong analytical, troubleshooting and problem solving skills Excellent in oral and written communication skills Understanding of Agile, SCRUM methodology.
- Experience in with Jira and Confluence Ability to manage and prioritize workload to meet deadlines
- Identifies opportunities to enhance the business partnership and planning processes
- Provide expertise to training and field support groups as appropriate before new releases go-live.

## **Education**

### **MBA, Singhania University**

JUNE 2020 – JUNE 2022

**B.COM, Kalinga University**

JUNE 2014 – JUNE 2016

## **Courses**

**Ranger , Trailhead**