

## Abhimanyu Satish Sane

Mobile no.: +91 9960994037

Email Id: abhimanyu.sane@gmail.com

### Profile Summary

---

- 11+ years of professional experience including 1 year experience in working with Clients at Client location Shanghai, China
- 4+ years as Business Analyst and Project Management with expertise in Salesforce CRM and 6+ years as Salesforce testing, ETL testing and Functional testing.
- Proficient in Business Analysis, Salesforce Consultant, Requirement gathering, Validating Solutions, Relationship Management, Conflict Management, Salesforce Configurations, User Training, Functional and UAT testing
- Experience in working on Agile Accelerator and Jira tools, Rally, HPALM to track the work/User Stories and creating Acceptance criteria's
- Participating in the development of a compelling business case that measure and communicate proposed project benefits
- Working with project leads to develop requirements work plans, identify task dependencies, develop estimates, and determine resource skill requirements; support risk management and change management activities
- Working with stakeholders to prioritize requirements effectively based on business value, risks, and constraints.
- Ensuring the solution including people, process and technology meets the program and project objectives and is aligned with business and IT strategic direction
- Hands on Experience in Support Process, Email to Case, Case Management cycle, Case assignment rules, Omni- Channel, Queries, List Views, Page layout, Support process, SLA set up
- Worked on all the Configurations like Validation Rules, sharing Rules, Workflow Rules, Approval Process, Process Builder, Creation of Object, Fields, Email Templates, Layout Changes, Lookup Fields.
- Experience in executing SQL queries to view successful transactions of data and for validating data. Proficient in Functional testing and ETL testing
- Excellent problem solving skills with a strong technical background and result oriented team player with excellent communication and interpersonal skills.

### Key Skills and Knowledge

Business Analysis  
Salesforce  
Requirement Elicitation  
Customer Engagement  
User Stories  
Flow Diagrams  
UAT testing  
User Training  
Agile Methodologies

### Other Skills

Salesforce Admin  
SQL  
ETL  
Database Testing  
Salesforce Testing  
Manual Testing  
Test Cases

### Tools

HPALM  
JIRA  
Rally  
Confluence  
Lucid chart  
Visio

### Certifications:

---

- Salesforce Certified Administrator (SU18)
- Salesforce Certified Platform Developer I (WI19)
- Salesforce Certified Service Cloud Consultant (SU20)

### Experience Summary:

---

- Persistent Systems Limited as Lead Business Analyst from Jan 2019 to Present
- Capgemini India Pvt. Ltd. as associate engineer from Aug 2014 to Jan 2019
- Atos India Pvt. Ltd. as test engineer from Dec 2010 to Jun 2014

**Work Experience:**

---

**Project** : Patient Relationship Management**Client** : US Drug Manufactures**Designation** : Lead Business Analyst**June '2020 – till date**

---

**Description of project:**

Client is a leading research-based pharmaceutical manufacturer in the United States and supplies drugs worldwide. Manufactures drugs for areas like Immunology and Oncology. Client manufactures Humira drug which is most revenue earning drug in the world.

**Responsibilities:**

- Conducted deep dive discovery sessions to understand the current business of customer, existing business processes and key business areas in Salesforce Service Cloud.
  - Conducted discovery sessions with key business stakeholders to identify the gaps, challenges, bottle necks and pain areas from business perspective in Service cloud.
  - Understand business requirements and convert these requirements into user stories and work on build readiness of user stories. Worked on other documentation of the application.
  - Work closely with Technical Architect, design Authority to groom user stories & collaborate with cross stream to identify dependencies & risk mitigation.
  - Providing subject-matter expert's input throughout the whole life cycle of Salesforce change development process (from idea to deployment stage).
  - Identifies problem areas and provides recommendations for future enhancements
  - Involved in running the UAT scripts, business demoes and trainings
- 

**Project** : MSKCC**Client** : US Leading Cancer Hospital**Designation** : Business Analyst and Salesforce Testing**April 2018 – May 2020**

---

**Description of project:**

The only focus of MSKCC's cancer specialists is to provide compassionate cancer care for each patient to achieve the best possible outcomen

**Responsibilities:**

- Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
- Understanding the customer requirements on various healthcare compliances, conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Worked towards preparation of requirements management plan, business, and functional requirement documents, negotiating with product management on scope limitation and effort estimation.
- Created process flow diagrams and mock-ups to facilitate better system understanding
- Identifies problem areas and provides recommendations for future enhancements
- Provide training to support team after projects goes live every sprint about the stories which were developed.
- On day-to-day basis, I am also involved in all the Salesforce testing related work.

---

**Project** : Lianjian  
**Client** : Lianjian  
**Designation:** Business Analyst and Data base testing

---

Aug 2016 – March 2018

**Description of project:**

Lianjian is the China based real estate, Retail Market agent formulating measures to strengthen regulations on real estate agencies, which have become a major source of customer complaints due to misleading information

**Responsibilities:**

- Elucidate requirements and effectively communicate to the development team
- Engage Clients, Product Manager to gather business requirements/business rules and ensure alignment with development teams.
- Analyze and simplify business requirements and processes through document analysis, Interviews, workshops, and workflow analysis.
- Translate the business requirements to deliverables such as functional specifications, technical specifications, use cases, user stories, workflow/process diagrams.
- Analysing CR's translating them to requirements, prioritizing them and delivering them in release cycle.
- Managing an effective product backlog and prioritizing the backlog items according to the client needs and delivery.
- Writing effective use cases, enriching user stories and acceptance criteria in JIRA and Confluence,
- Assisting QA team in system testing phase, assisting in UAT and ensuring the functionalities are met as per client's expectations.
- Assisted Product Owner in scope estimation and work breakdown structure (WBS) to meet Project Milestones.
- Actively involved in Business Process Engineering, Business Process Re-Engineering, Gap Analysis.
- Generated reports and object relationships using SQL queries

**Other Project Supported**

---

**Project** : Ahold (Albert Heijn)  
**Designation:** ETL Test Engineer

Nov'2014 – May 2016

**Project** : Alcazar  
**Designation:** Test Engineer

**Academics**

---

- Graduation (B.E.) from RTMNU Nagpur university - Year-2010 with 62%
- H.S.C. from New English Mahal Jr. Collage Nagpur- Year-2006 with 66%
- S.S.C. from Somalwar High School Ramdaspath, Nagpur - Year-2004 with 73%

**Personal Profile**

---

**Date of Birth** : 30 April 1988  
**Current location** : A301, Davraai, Kiwale, Ravet  
Pune -412101

Date:  
Place:

Signature