**amit srivastava**

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***To enter an impeccable relationship with an organization of repute which can utilize the experiential skills and knowledge of an individual to the maximum and to work on challenging and dynamic projects with good amount of freedom and corresponding work responsibility.***

**Summary**

* A customer oriented, multitask professional with excellent analytical and logical skills possessing rich experience of

**11+ years as Sr. Salesforce Business Analyst/Project Lead** primarily in Salesforce CRM (Sales Cloud/Service Cloud/Marketing Cloud), Banking and Financial Services (Capital Market,Investment Banking,Wealth Management & Private Equity)**,** Client Success Management, Operations Management, Customer Relationship Management, Project Management, Team Management,

* Transformation driven mind-set suited for a dynamic & ever changing environment.
* Adept at influencing various stakeholders including customers and partners for maximum business advantage.
* Skilled at formulating innovative systems & process and improving existing processs for successful organization transformation.
* Proven Tack record of managing a medium to large team.
* Versatile individual with excellent analytical problem solving, stakeholder management, commercial acumen, resource optimization, influencing and execution skills.
* Worked on Agile projects –Cloud (Salesforce)
* Experience of **Salesforce CRM, Service Cloud/Sales Cloud/Marketing Cloud, Salesforce CPQ, Report & Dashboard, Data loader, Conga Composer, Mulesoft along with other CRM functionalities.**

**Technical SKILLs**

* Documentation Tools -MS Visio, MS Word, MS Excel, MS PowerPoint
* Salesforce, Citrix, Avaya, HubSpot, Conga Composer/Conductor, CPQ, Data Loader, DocuSign, Peregrine, Service Now, Incident Management, Service Desk
* SDLC Methodologies, Waterfall, Agile
* Operating Systems Windows (2000/XP/Vista/7/10)
* Project Management Tools -MS Project, Jira, Smartsheet, Trello, Confluence
* Knowledge of UML,BPM(Business Process Modelling), Process Mapping, Process Re-Engineering and Improvement, User Stories & Use Cases, BRD/FRD/IDR/SOW

**Employment Chronicle**

**Girikon IT Solutions (July’19– Present)**

**Navatar Group (May’14– June’19)**

**Concentrix (Sep’12– May’14)**

**Jade Global IT Services (Nov ’11 – July’12)**

**Patni Computer System (Nov ’07 – Nov’11)**

**Experience**

**Girikon IT Solutions**

**Team Size: 12**

**Description:** Girikon is a Salesforce Silver Consulting, Oracle Gold, Microsoft Silver Application Development and Adobe Technology Partner. Girikon enables it clients and partners to maximize their business success through their people, a disciplined approach, technical experience and knowledge

**Sr. Salesforce Business Analyst/ Project Lead**

* Leading a team of 12 members of Data Analysts and Salesforce Admin/Dev’s, QA’s and BA’s with in- depth knowledge on Salesforce. Com
* Project planning, coordination, client management and team management and communication at all level
* Manage day-to-day support issues ensuring effective and timely resolution
* Write complete business requirements and facilitate sign-off
* Produce detailed functional requirement specifications using different modeling techniques including use cases, workflow diagrams, and UI/Screen mock-ups/wireframes.
* Work with clients and end users to gather, understand, and define business requirements
* Writing BRD/FRD/IDR/SOW with proper documentation of each and every requirements discussed in discovery session.
* Understand client's business pain points and offer solution to address leveraging salesforce.com platform/ offerings
* Built out project plans for onboarding’s and SOW’s, consulting on system design & advise clients as designated CRM Consultant based on fit-gap analysis (Elicitation Process).
* Work closely with product design & development team to analyse and design functional enhancements.
* Data cleansing and data management (account/contact/opportunities creation, de-dupe, opportunity status, etc.).
* Perform data profiling to translate the business requirements to user stories.
* Perform Business Process Mapping and Data Mapping exercise during the project.
* Identifying patterns and trends in data sets, preparing Reports & Dashboards for the Clients.
* Ensuring premium value is delivered that aligns with clients goals, delivers a positive customer experience and achieving customer advocacy.
* Playing as a key stakeholder role in UAT for all product features before implementation on Live Product.
* Participate in client demo, conducting training & educating clients about the best practices.
* Ensure client success by managing client communication call at all the phases which includes On boarding and Implementation.
* Support functional design, testing and deployment of change initiatives.
* Recruitment & Appraisal of the resources.

**Customer Success Group, Sr. Salesforce Business Analyst/Customer Success Manager**

**Navatar Group**

**Team Size: 15**

**Description: Navatar Group** is a premier provider of cloud solutions, which combines Salesforce CRM and data for the financial service industry.

**Customer Success Group, Sr. Salesforce Business Analyst**

* Led a team of 15 members including Data Analysts and Salesforce Admin/Dev’s with in- depth knowledge on Salesforce. Com
* Manage day-to-day support issues ensuring effective and timely resolution
* Write complete business requirements and facilitate sign-off Produce detailed functional requirement specifications using different modeling techniques including use cases, workflow diagrams, and UI/Screen mock-ups/wireframes.
* Work with clients and end users to gather, understand, and define business requirements
* Understand client's business pain points and offer solution to address leveraging salesforce.com platform/ offerings
* Built out project plans for onboarding’s and SOW’s, consulting on system design & advise clients as designated CRM Consultant based on fit-gap analysis (Elicitation Process).
* Work closely with product design & development team to analyse and design functional enhancements.
* Data cleansing and data management (account/contact/opportunities creation, de-dupe, opportunity status, etc.).
* Support requests for company and decision maker to help drive new logo and cross sell opportunities.
* Build relationships at multiple levels to retain and expand a set of prestigious client accounts among Navatar's top 30 European Accounts.
* Perform Business Process Mapping and Data Mapping exercise during the client transition or on-boarding.
* Provide Salesforce support after the client is onboarded.
* Ensuring premium value is delivered that aligns with clients goals, delivers a positive customer experience and achieving customer advocacy.
* Playing as a key stakeholder role in UAT for all product features before implementation on Live Product.
* Participate in client demo, conducting training & educating clients about the best practices.
* Ensure client success by managing client communication call at all the phases which includes On boarding and Implementation.
* Provide expertise on key functional workloads such as Salesforce Reports, Workflows, Third party tools etc.
* Participate in post-live project activities, including evaluation of success criteria and strategies for future releases and deployments.
* Escalate problems per defined processes to ensure timely response and resolution to client issues and promote management awareness.
* Provide floor support to the team as and when required.
* Participate on escalation calls.
* Recruitment & Appraisal of the resources.

**Jade Global IT Services**

**Team Size: 22**

**Description**: **Jade Global**, an Oracle Platinum Partner with SAS 70 Type II Certification, which provides IT services to various clients in USA and India.

**Team Lead for Simply Hired project(Period Nov 2011-July 2012)**

* Led a Project (2011-2012) to improve the Internal Team scores by focusing on Pareto analysis of call types, verbatim analysis and appropriately providing coaching and feedback.
* Accountable for leading all Project Phases: Analysis, Requirements Gathering; Project Plan and Risk Assessment.
* Weekly/Daily client interactions and reporting.
* Project Prioritization and timely Execution.
* Monitoring project progress by tracking activity, resolving problems, publishing status reports, recommending actions and escalating appropriately.
* Overall project monitoring, work allocation, status reporting to customer that includes various metrics.
* Review financial (balance sheet and P&L) for the clients basis which client is approved.
* Recruitment and Appraisal of the resources.
* Provide floor support as and when required

**Patni Computer Systems**

**Team Size: 18**

**Description**: **Patni or Igate,** an IT services company provides technology consultancy and services across the country.

**Sr. Analyst and Designated Shift Lead for EMC Project(Period Nov 2007-Nov 2011)**

* Provide Remote Destop Support to EMC clients and creation of data base account for customers and employees for EMC Corporation INC. in CSI.
* Troubleshoot the queries of users and clients related to the product and system.
* Logging tickets (Incidents/ Service Requests) for every user interaction handled.
* Following up with other supports groups, if necessary, for closure of pending tickets (tracking of ageing incidents).
* Adhering to defined Service Level Agreements.
* Following up with end users for providing C-SAT feedbacks.
* Escalate and route issues to other groups if required.

**Educational Credentials**

* M.Sc in IT from PTU in 2005
* B.Sc in Computer Science from Allahabad University, in 2003
* 10th and 12th from J.C.I.C, Allahabad in 1996 and 1998

**Date of Birth:**18th Feb,1982

**Languages Known:**English, Hindi

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