



# Sathish Sundar

Salesforce Admin | CRM Specialist

## Business Analyst

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SALESFORCE  
CERTIFIED

Administrator

SALESFORCE  
CERTIFIED

Sales Cloud Consultant

SALESFORCE  
CERTIFIED

CPQ Specialist

SALESFORCE  
CERTIFIED

Einstein Analytics and  
Discovery Consultant

COPADO  
CERTIFIED  
DevOps Administrator

CRM  
BA  
SF

2010  
2017  
CRM Others

2018  
Salesforce CRM

10+ years of overall experience in IT and Recruitment Domain for industries like Banking, Healthcare, Telecom etc., with extensive 8+ yrs. of experience in SaaS CRM which includes 4+ yrs. of experience as CRM Business Analyst and around 2 yrs. of experience in Salesforce Business Analyst + Admin.

“Seeking for Salesforce CRM Business Analyst career”

### Achievements

- **Ministry of Forensic department, Abu Dhabi** – R&D for Healthcare as Business Analyst (TAG - recruited Doctors, Scientist and niche IT skills) around 3M USD saved and awarded “**Most Valuable player 2019**”
- **Changi Airport Terminal 2, Singapore** – BA (TAG) - requirement gathering to Acquire govt tender & increased successes rate 14 % and responsible for deliverables
- **Bombardier Aviation Canada** –BA (TAG) - requirement gathering and responsible deliverables to increase 1M USD margin and awarded “**Above & Beyond FY 2015-16**”

### Domain Expertise

#### Human Resource Recruitment

Banking

Healthcare

Telecom

Aeronautical

Media

Civil

### SaaS CRM Skills

Salesforce

PaaS

Bullhorn

IQ Navigator

Feildglass

CINC

Boom Town

Firepoint

### Global Exposer



Australia  
Fullrights  
Onsite



India  
Fullrights  
Onsite



Singapore  
Onsite



America  
Remote

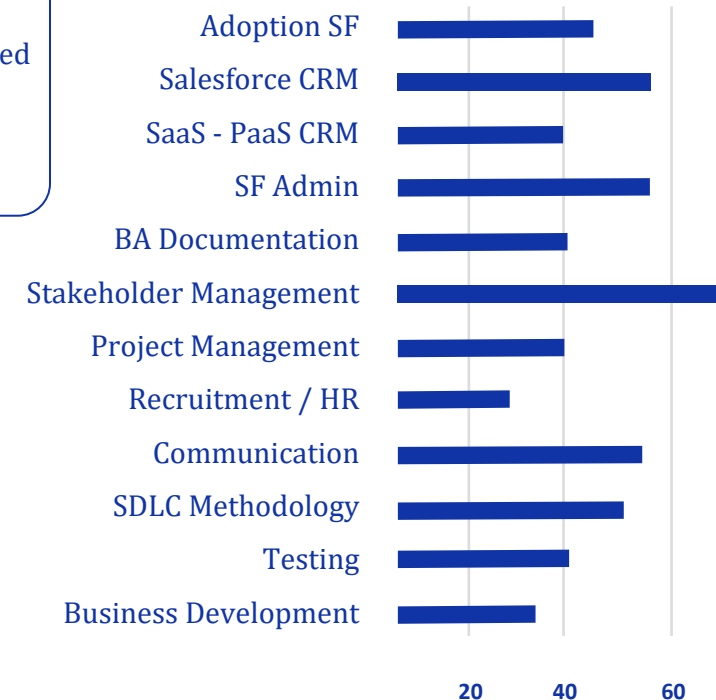


Canada  
Remote



Abudhabi  
Remote

### Area of Skills



## As Business Analyst in CRM / Salesforce

I will be responsible and Associate with stakeholders and get help for product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with the IT, sales, marketing and support departments to ensure customer satisfaction goals are met.

- Adoption of Salesforce (Planning, Building, Launch and Maintenance) for existing corporation and startup companies.
- Provided principal advice to partners and customers for their ongoing or developed system in the use of Salesforce and other CRM
- Supported Salesforce administrator activities like creating users, profiles, roles, custom objects, custom fields, data management, process automation using workflows, Approval process, creating and managing sales and support processes, customizing reports & dashboards.
- Working with stakeholders in requirement gathering by analyzing the As-Is & To- Be business processes and Documenting the requirements by conducting requirement gathering workshops for grooming and clarifying requirement by collaborating with stakeholders then prototype, track, create and update FAQs to respond to queries.
- Perform User Acceptance Testing (UAT) and validating the design solution against business requirements for the end user, provided support to end-users during implementation. Also, involved in Process and manage change requests.
- Communicated efficiently with clients across various levels at globally for business and career satisfaction.

**Environment:** Salesforce (PaaS) CRM, SaaS CRM, MS Office, MS Project, MS Visio, Jira , CSV Files, HTML, Scope Document, Scope creep, Traceability matrix, BRD, FR, NFR, RSA Matrix, SOW, MSA ,RFP, Scrum, Waterfall, GAP Analysis , WBS, UAT, Functional Testing etc.,

## Experience

- Business Analyst at BMP Technologies, Sydney, Australia - 27<sup>th</sup> May 2019 to 5<sup>th</sup> Sep 2020
- Business Analyst at Bestinet India Pvt Ltd. Bangalore, India - 9<sup>th</sup> May 2018 to 15<sup>th</sup> Mar 2019
- Sr. Consultant at Magna InfoTech (Quess Corp) Bangalore, India - 3<sup>rd</sup> June 2015 to 6<sup>th</sup> April 2018
- Sr. Consultant at Green Mark, Singapore – 22<sup>nd</sup> July 2013 to 4<sup>th</sup> Feb 2015
- Consultant at Infinite Computer Solutions PVT ltd, Chennai, India - 8<sup>th</sup> Aug 2011 to 10<sup>th</sup> May 2013
- US Technical HR/Recruiter at Software Solution Group Pvt Ltd, Pondicherry India – 23<sup>rd</sup> Nov 2009 to 25<sup>th</sup> May 2011