

RUJU GANDHI

Business Systems Analyst

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Magarpatta City
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CAREER SUMMARY

PROFESSIONAL EXPERIENCE

Over 4.5 years of experience working as a Apttus certified professional & 5 years of experience in IT. Worked with multiple Fortune 500 client companies. Possess competent analytical skills, impeccable written & verbal communication skills & excellent interpersonal skills.

BUSINESS SYSTEMS ANALYST

Mar 2020-Present

Center of Excellence, Red Hat, Pune

- Successfully **implemented at least 2, Apttus + Salesforce CRM projects** for sales cloud & marketing cloud by planning & conducting **requirements elicitation meetings** with the business.
- Proven track record of **gathering, writing & managing** complex functional & non-functional CRM requirements.
- **Collaborate with Business Sponsor** to **define scope & timelines** associated with completion of sprint/project.
- Conducted **brainstorming sessions** with the development team to actively involve them during the requirements stage level analysis.
- Serve as **liaison between customers & team developers** to overcome applications issues, maintain established business relationships & come up with scalable design & solutions.
- Modified **BRD & URS/FRS**, identified process repetitions, bottlenecks & infrequent routes.
- Created **data flow & process flow diagrams** to facilitate better system understanding.
- **Prioritize & manage** sprints/projects & initiatives in accordance with the requirements of business needs.
- **Lead project implementation & monitoring process** related to **quality assurance (QA)** and **user assisted testing (UAT)**.
- **Designed & prepare training material & conducting train-the-trainer & end-user** training in-person & via web conferencing.
- **Created** new custom objects, process & flow builders, workflow & validation rules, auto-response assigned fields (FLS), designed page layouts, custom tabs & components.
- **Outlined** the organization hierarchy & created profiles, roles, permission sets accordingly in Salesforce; worked on visibility & security settings around them as required by the business.
- **Designed** different custom dashboards for various user groups based on their business functionalities and needs.
- **Monitor** new Salesforce released features & functionality to provide recommendations for process.
- **Involved** in the Design & Development of triggers, visual force pages & other customizations with Salesforce.
- **Participate** in **Sprint Retrospective** with business & IT Technical Team for sprint/project review.
- Successfully **lead the CRM upgrade** project implementation meeting the deadlines & preparing required documentation.

CONSULTANT (Apttus + SFDC)

Oct 2016-Nov 2019

Managed Services, Apttus Software, Ahmedabad

- Successfully **implemented at least 4, Apttus + Salesforce** as well as **AIC Dynamics CRM projects** for sales cloud & marketing cloud for fortune 500 client companies.
- Provide **consultation** for implementing/upgrading **Apttus CPQ, CLM, Advanced Approvals, X-Author for Contracts & Excel** Best Practices & effective use of Apttus Out of Box robust features. Also, assisted for bug/defect fixes post-implementation/hyper-care.
- **Bug-reporting** to **Apttus Product Success Team** & help them improving/ maintaining the product Quality.
- **Involved** with Premier & Premier Plus customers/partners for **Platform & Apttus Integration** related queries/projects (Adobe DocuSign/EchoSign).
- **Collaborating** with Apttus **Cross-Functional Teams** to optimize the **Apttus product deployments**.
- **Project Transitions** from Professional Services to Technical/Managed Support Services.
- Being a **Subject Matter Expert**, lead the **critical client-escalations** & drive it through to resolution.
- **Lead Technical Training** of New Hires & provide assistance to help them in building effective Technical skillset.
- **Involved in designing and solutioning** complex business challenges & requirements.
- **Collaborating** with Development Team & QA Team & **lead UAT** for the sprints/releases.
- Actively assisted **Knowledge Base creation** for Development Team & Customers/Partners community.
- **Analyzed process gap** & re-define it for better communication with client/partners.
- **Configured** flexible Apttus pricing mechanism for complex use-cases (price rulesets, pricing matrix, constraint rules, etc.), deal desk approvals, templates (proposal/agreement).
- **Worked** on tools like Workbench for SFDC, Apex Data Loader, SFDC Data Import wizard, XAE Apps for data update/ transfer.

BUSINESS DEVELOPMENT Exec.
Intern, Version Systems, Rajkot

Dec 2015-Sep 2016

- Business Development, New Client Acquisition, Lead Generation
- Experience in intense primary and secondary research for qualifying prospects
- Fix up meetings with CXO level executives, understand requirement, do solution pitch with presentation
- Work closely with internal teams, draft proposals, client negotiations & follow-ups to close the deals
- Proactively supporting the organization in pre-sales & marketing activities

EDUCATION

B.E. (Computer Sci. & Engg.) (CGPA 8.82/10.0) BHGCET, Rajkot, Gujarat	June 2016
Higher Secondary (62.92%) GSHEB, Rajkot, Gujarat	March 2012
Secondary (88.77%) GSHEB, Rajkot, Gujarat	March 2010

Relevant Coursework: Computer Science, Marketing, Data Management
Awards & Honors: GTU rank holder

**LICENSES &
CERTIFICATIONS**

Certified Apttus CPQ 201 (SFDC+AIC)	2016
Certified Apttus CLM 101	2016
Certified Apttus X-Author for Excel	2016
Certified Apttus X-Author for Contracts	2016
Certified Apttus Advanced CPQ 202	2017
Certified Apttus Advanced Approvals	2018

ADDITIONAL SKILLS

Analytical Thinking	Problem Solving
Team Leadership	Tolerant & Flexible
Organization & Prioritization	Strong Communication