**SUCHENDRA HANCHATE**

### [suchendrah@gmail.com](mailto:suchendrah@gmail.com) | +91-93201 10888

**SALESFORCE BUSINESS ANALYST**

Efficient Leader and accomplished professional in delivering Innovative and efficient solutions in Salesforce. Good and relevant experience as a Salesforce Business Analyst.

Experienced in handling an array of functions in the retail industry pertaining to Business Operations & Category Management.

Demonstrated success of streamlining workflow with a collaborative approach and creating a teamwork environment to enhance productivity & profitability intuitively. Deft at analyzing, understanding, developing required action plan for the business environment. A team player with excellent analytic, communication and interpersonal skills.

## SF Skill set

**Specialties:**

* **Professional with strong experience in business operations and management** along with around **3+years of experience as Salesforce Business Analyst** having knowledge in developing, customizing and managing Salesforce deployment projects.
* Proficient in coordinating with client operations, Leadership, People engagement, Project management, Customer service, Building outperforming teams and communication.
* Specialized in managing Projects under domain like Retail & Distribution, Manufacturing, Healthcare, and Insurance Domains.
* As a business analyst develop requirements gathering sessions with stakeholders and translate into technical requirements.
* Possess knowledge of CRM processes, Business processes and recommended solutions to improve their processes using salesforce.com.
* Experience in Administration, Configuration, and Implementation of Salesforce CRM and Salesforce SFA applications based on Apex Language and Force.com Platform.
* Experience in SFDC development using Apex classes and Triggers, VisualForce, S-Controls, Force.com IDE, SOQL, SOSL.
* Good knowledge in all phases of Software Development Life Cycle (SDLC) Methodologies like Agile, Scrum, Waterfall and work accordingly to improve processes, systems, and methodologies
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Extensive experience in Agile Methodology of Software Development Life Cycle (SDLC), Worked on all phases of the project Business requirements, development, testing, Production support. 3 years of experience in Agile/SCRUM development environment.
* Experience in moving Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Customizing of Visual force pages with Visual force components, Custom, Extension controllers and developed dynamic components.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Possesses strong interpersonal skills, the ability to interact with people at all levels, and strong communication and presentation skills.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Experience performing all aspects of development life cycle including design, development, unit testing and documentation

**Technical Knowledge:**

* Salesforce Apex, Controllers, Triggers, SOQL, SOSL, Visualforce Pages, Standard/Custom Objects, Workflows, Approval process, Reports, Dashboards, Analytic Snapshots, Sales cloud, Service cloud, Service console
* Experience in writing SOQL and SOSL using Force.com Explorer, Developer Console and Force Work bench.
* SFDC Tools: Force.com, Excel Connector, Data Loader, Demand Tool, Salesforce outlook Connector, Salesforce1, Ant migration tool.
* Experience with Apex Language, Apex Trigger, Apex Class, Batch Apex, Apex Test Methods, Apex Web Service, and Visual force pages, Visualforce Components & Controllers.
* Good working experience in Design and Development of User Interfaces.
* Familiarity with SQL and RDBMS, ability to manage data loads and data quality.
* Operating System: Windows XP/Vista/7

## Roles and Responsibilities Summary

* As a business analyst develop requirements gathering sessions with stakeholders and translate into technical requirements.
* Will be responsible for implementing and maintaining the Salesforce configuration, schema, custom objects, and workflows across Sales Cloud instance
* Involved in writing test strategy and cases.
* Work closely with developers to customize and develop, design and manage ongoing system enhancements to meet the organization’s goals.
* Clearly communicated enhancements, new developments, releases, support, and training to Business stakeholders and customers.
* Ensured that the requirements, enhancements and defects for all releases has been developed, fixed and tested by creating traceability matrices between the project artifacts.
* Proficiency in administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions and Approval Processes.
* Configuration of user security permission in compliance with organizational need such as security model, managing Profiles, Permission sets, Field Level Security and implemented sharing settings using roles, public group, org-wide default, role hierarchy and sharing rules.
* Good Experience in using SOQL for Querying and SOSL for searching Data.
* Having a good knowledge in Development using Visual force pages, Apex programming, Standard Controllers, Custom Controllers and Controller Extensions.
* Will have ownership of the architectural strategy and solution design of our client's Salesforce platform
* Will be responsible for maximizing the value from our client’s Salesforce platform, learning from best practices to enhance and evolve the Salesforce instance with the most current releases from Salesforce
* SaaS data models, connected web services, and design considerations
* Participate in workforce management; involved in employee scheduling, internal employee rotations/cross-training efforts, and performance management
* Provide performance feedback and coaching on a regular basis to each team member in a constructive manner. Write and administer performance reviews
* Recommends and encourages employees to seek innovative improvements to processes in order to improve team performance and effectiveness
* Responsible for people Management, including goal setting and providing performance feedback
* Implement & Adhere PMP processes.
* Responsible and accountable for the successful delivery of multiple projects directed towards strategic business and other organizational objectives.
* Coach, mentor, Set Objective, provide performance feedback; manage conflicts within the technical team environment.
* Presenting various levels of reports on Metrics, project status, resource utilization, Financials and employee satisfactions, schedule tracking.

**Previous Experience Summary**

Apr 2020 to Present: Intelogik

Salesforce Business Analyst

Jul 2016 to Mar 2020: The Bombay Dyeing & Mfg Co Ltd

Salesforce Business Analyst

July 2015 to May 2016: L’Orange Retail

Head – Operations

Oct 2012 to Jun 2015: Portico New York

Dy. General Manager - Operations

May 2011 to Jul 2012: Magppie Retail

General Manager – Business Development & Retail Operations

Feb 2008 to Apr 2011: Rosebys Interiors India Ltd

Head - Marketing & Retail Operations

Jul 2006 to Jan 2008 S. Kumars Nationwide Ltd.

Senior Product Manager

Jun 2000 to Jun 2006: The Bombay Dyeing & Mfg Co. Ltd.

Product Manager

**EDUCATION**

University of Mumbai - VJTI, Mumbai 2000

B. Tech. (Textile)

Salesforce Certified Platform Developer 1

**PERSONAL DETAILS**

Date of Birth: August 04, 1977

Address: B 804, Shivam Vaastu, Tilak Nagar, Chembur, Mumbai 400 089, India