

## Nipun Kumar

Results-driven Salesforce Business Analyst with **5+ years of experience** in analysing business processes, gathering requirements, and implementing Salesforce CRM solutions. Seeking a challenging role to leverage my skills in Salesforce administration, business analysis, and project management.

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### Profile Summary

- Performance driven 5+ years of experience in the field of Salesforce CRM.
- Domain knowledge in Sales Cloud, Service Cloud, Experience Cloud.
- Effectively manage translating business requirements into functional deliverables, and project plans.
- Exposure in stakeholder management, business process enhancements, SDLC, development/test support.
- Team Leader, who has successfully led and motivated teams towards growth and success of the organization.



### Career Timeline

2020-  
2022

HCL Tech as  
Business Analyst

2016-  
2018

HCL Tech as  
Senior Analyst

2022-  
2023

HCL Tech as Senior  
Business Analyst



### Employment Details

Since Feb 2016 with HCL Tech  
Presently designated as Senior Business Analyst

#### Working as Senior Business Analyst - 2022/23 – Project: Liquid Telecom with Budget over 700K USD

##### Role :

- Designed and implemented customized Salesforce solutions to meet business needs.
- Collaborated with business stakeholders to gather, document and prioritize requirements for system enhancements.
- Worked on Scrum methodology by translating business requirements into effective user stories with clearly defined and testable acceptance criteria
- Worked with Sprint teams to manage Product Backlog Items.
- Demonstrated completed user stories to stakeholders on sprint demos.
- Collaborated with cross-functional teams to identify and resolve system issues and optimize business processes.
- Supported integration of third-party applications to enhance the functionality of Salesforce.
- Conducted user-training sessions and provided ongoing support to ensure effective adoption of Salesforce features.

## **Working as Business Analyst – 2020/22 – Project: Collinson with Budget over 650K USD**

### **Role :**

- Participated in Requirement Gathering Sessions & JAD Sessions.
- Supported Business Architect in preparing functional documents like BRD, FRD
- Exposure in implementation of Salesforce projects, from requirements gathering to deployment.
- Hands on experience working in teams implementing Waterfall and Agile Methodologies.
- Worked closely with development teams to translate business requirements into technical specifications.
- Reviewed the test cases provided by the QA team, and provided feedback
- Primarily involved in developing prototype of the flosum application as proof of concept (POC) for business team purchase decision
- Designed wireframes/screen mockups using MS Visio
- Work closely with Release Manager to keep track of deployments

## **Working as a Senior Analyst – 2016/18 – Project: Jardine Lloyd Thompson**

### **Role :**

- Administered and maintained Salesforce experience cloud, service cloud and sales cloud instances, ensuring data integrity, security, and optimal performance.
- Customized and configured Salesforce to meet specific business requirements, including creating custom objects, page layouts, picklists, lookup/master detail relationships, formula fields, validation rules, flows and custom report types.
- Managed user profiles, permission sets, and role hierarchy to control access and permissions.
- Developed and maintained reports and dashboards to provide insights into key performance metrics
- Managed and executed data migration and data cleansing to ensure data accuracy on the system
- Held responsibility for production support and achieved a 95% client satisfaction rate by meeting client expectations.
- Involved in debugging of issues, providing RCA and working towards permanent fixes to ensure high quality of delivery.
- Worked towards incident, service request, defect, problem and change management
- Resolved more than 5000 incidents in over 2 years by working directly with customers and provided resolutions ahead of timelines.



### **Key Skills**

- Salesforce Administration
- Requirements Gathering
- Business As-Is and To-Be Process Analysis
- Workflow Automation via Flows
- Overview of Software Development Lifecycle (Waterfall, Agile – Scrum framework)
- Working on Business Requirements Document (BRD) and User Stories
- Familiar with MS Visio/Axure for Process Diagrams, Jira/Rally for bug tracking and agile project management
- Reporting and Dashboard Creation
- Integration with third-party apps



### **Certifications**

- Salesforce Business Analyst Certification
- Salesforce Admin Certification
- Salesforce Advance Admin Certification
- Salesforce Service Cloud Certification
- Salesforce Experience Cloud Certification
- CS400 CloudSense Foundations Certification
- JP Morgan Chase&Co. Forage Excel Skills Virtual Experience Program Certification
- Lean Six Sigma – Green Belt Certification
- Flosum Expert Certification

## Soft Skills



Leadership



Collaboration



Communication



Problem Solver



Planner

## Education

- 2020 - Master of Business Administration from Shiv Nadar University with 8.63/10 CGPA
- 2015 - B.Tech. in Electronics from University of Petroleum and Energy Studies with 2.94/4 CGPA
- 2010 - 12th from Loyola High School, CBSE Board with 72.20%
- 2008 - 10th from R.P.S Residential Public School, ICSE Board with 83.14%



## Achievements

- Trailhead Double Star Ranger - 218 badges
- Received 3 consecutive top ratings in annual appraisal
- Achieved multiple rewards and recognition from clients



## Interests

- Interest in singing, drawing, writing
- Designed and owner of the webpage [www.roboerectors.3owl.com](http://www.roboerectors.3owl.com) (Designed using HTML)
- Design and Development of a 4 axis robotic arm as engineering major project
- Organized several events in both under graduate and postgraduate levels.
- Good knowledge of Photo editing.



## Personal Details

Date of Birth: 01 Dec 1992

Contact (Mobile No.): 7042828832

Languages Known: English (Expert), Hindi (Expert)