



Ayush Garg

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Professional Profile

- 7x Certified Salesforce Senior Business Analyst, Certified Scrum Master with total work experience of 7.1 years skilled in Salesforce CRM, CLM, Salesforce CPQ.
- Strong knowledge & experience working in teams implementing Agile Methodologies.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Service, CPQ and Support modules.
- Release Manager for Iteration Releases using AutoRabit and Copado tools for deployment.
- Involved in project planning and deliverables, monitored issues, communicate status/business impact to leadership.
- Leading a team of 7 members, responsible for their contribution to different projects.
- Experience working on JIRA & AzureDevops for User stories/Bug tracking using Scrum methodologies.
- Ability to work independently, distributed teams and can coordinate on-site/Off-shore team setting to deliver high quality results.

Skills

- Salesforce
- CPQ
- AutoRabit/Copado
- Data Migration
- Azure Devops
- ServiceNow
- People Management
- Scrum Master
- Business Analysis
- Analytical Skills
- Communication

Relevant Work Experience

S&P Global – Hyderabad | Nov 2018- Present

Manager/Senior Business Analyst

- Worked directly with Product owners, Release train Engineers, developers, testers, and Stakeholders to define features and user stories.
- Involved in Backlog Refinement, Iteration Planning, Release Preparation, Story creation and Sprint Reviews & UAT.
- Planning, coordination, and oversight of sprint releases and emergency change requests.
- Prepared onboarding documents, Sprint documents and release component sheet.

- Proficiency in SFDC Administrative tasks, Visibility & Security tasks such as User management, Creation of Profiles, Roles and Permission Sets, Sharing Rules, Public Groups, Workflow, Process builder, Activities and Events, Email notification and Template Design.
- Experience in data migration with data loader and Workbench.
- Solutioning and enhancement of sync functionality between Quote and Agreement object in Contract management of Apttus CLM for the Legal team.
- Enhanced user experience in OTC process with Large Quote handling large volume of products on a Quote.
- Experience on Clicktool integration with Salesforce to collect Customer feedback by Surveys.
- Set up CHAT routing via Omni Channel in Salesforce for seamless interaction with customer.
- Worked on test cases during SIT testing, Smoke testing & assisted business users during UAT Testing.
- Initiated Learning & Development forum to provide sessions on Salesforce processes for new Joiners.
- Automated and produced dashboards with Key Performance Metrics of Salesforce Support Teams.
- Responsible for sending Weekly project status, overall project health and tracking to Executive management.

Accenture – Pune | Sep 15 – Oct 18

Salesforce Business Analyst

- Experienced in working with clients to map out their existing Business Processes and providing system based solutions that increase efficiency and reduce operation cost.
- Prepared requirements management plan and Impact Analysis for the requirement.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads as per client's requirement.
- Creating Custom objects, fields, designed page layouts, custom tabs and components.
- Creating and Managing users, Profiles, Roles, Queues, Support Process, Permission sets.
- Involved during development of Apex Classes, Triggers and Visualforce Pages for various functional needs.
- Defining and implementing best practices for process improvements for L3 Support process.
- Deployment practices using Changesets, GIT via Jenkins.
- Responsibility of Code and Data Migrations - collaborating with the Scrum development teams to promote the tested requirements from Sandboxes to Production Environments.

Accenture – Hyderabad | Dec 13 – Aug 15

Application Support Analyst

- Performing strategic analysis delivered Change-Requests to meet stakeholder's expectations.
- Identified bottlenecks and proposed process automation for report generation.
- Identified data issues and provided recommendations for resolution to ensure optimal performance in invoice generation using SQL.
- Used Macros (VBA) in excel to automatically generate Periodic status reports for higher management. Performance optimization by 75%.
- Created and delivered full sign-off project documentation starting from Development and ending at post-Production deliverables.

Education

Jaypee Institute of Information & technology, Noida

Electronics & Communication Engineering 2009-2013

Certifications:



Leadership Activities and Awards

- (ACE) Accenture Celebrates Excellence Award - Performing Extraordinarily in the team.
- Star of the Month Award 3 times - Proactively working and completing the targets on time.
- Scholar of the Month Award.
- Treasurer for Spectrum LGBTQ group in S&P Global.
- Integral part of cultural committee of S&P Global.