**ABHIMANYU DHAR**

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**SUMMARY:**

* Over 9 years of progressive experience in Information technology, specifically Salesforce CRM, DW/ETL based applications, with emphasis on Business/Data Analysis, quality assurance & reporting.
* Experience in working with clients to map out existing Business Processes and involve in gathering business requirements from stakeholders by performing detailed analysis of business and technical requirements.
* Perform Salesforce implementations, Deployments, Migrations, Integrations, and Support live applications.
* Designing solutions by customizing various standard and custom objects of Salesforce to provide system-based solutions that increase efficiency and reduce operating costs.
* Strong experience in Data Analysis, profiling, transformations and reporting in Salesforce, DW/BI applications and possess comprehensive knowledge of: Sales, Marketing, Supply Chain, Inventory and Manufacturing.
* Strong requirements gathering experience, designing Business Requirements Document (BRD), Use Case Documents, User Stories, and Functional Requirement Document (FRD).
* Extensively use Agile Tools: JIRA & Rally for creating project backlogs, features & user stories, Backlog grooming, prioritization, sprint management, burn down charts for reporting and progress tracking.
* Defect tracking and release management through Rally & HPQC.
* Proficient in developing complex SQL queries for source systems, data transformations, analysis and data validations, trend analysis & forecasting.
* Possess comprehensive understanding of CRM business processes like Lead Management, Account Management, Case Management, Quote, Forecasting.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation, and formula fields to the custom objects.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Experience in data migration from Excel and Legacy Systems using Data Loader, Import Wizard, Apex Data Loader.
* Strong knowledge & experience working in teams implementing waterfall & Agile Methodologies (Scrum).
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans, Test scripts and Test data setup.
* Excellent reporting, analytical, problem-solving & conflict resolution skills.
* Strong communication, collaboration, Adaptability & team building skills with proficiency at grasping new concepts quickly to develop acumen & workmanship.
* Innovative thinker with a holistic business perspective and keen learner with a strong motivation to accept new challenges, driving key strategic initiatives and contributing in accomplishing the shared vision.

**TECHNICAL SKILLS:**

* **Platform:** Salesforce CRM, CPQ
* **Languages:** SQL
* **IDE:** Force.com IDE
* **SFDC Methodologies:** Apex Data Loader, Apex, Workflow & Approvals, Process builder, Lightning flows, Validation Rules, Formulae fields, Custom objects, Page Layouts.
* **Web Technologies:** HTML, CSS, SQL & PLSQL
* **Database**: Oracle, My SQL, SQL Server, Teradata
* **Operating Systems**: Windows, Linux/Unix
* **Reporting Tools:** Tableau
* **Agile Tools:** JIRA & Rally
* **Products:** HPQC(ALM), Toad, MS Excel, MS Word, MS Power point & Visio.

**PROFESSIONAL EXPERIENCE:**

**IIN, New York, NY**

Jan 2018 – Till Date

Role: Salesforce Business Analyst

**Responsibilities:**

* Involved in end-to-end SDLC (Software development life cycle) with emphasis on Salesforce Business analysis & STLC (Software Testing Life Cycle).
* Interact with stake holders, product & project management, and development teams to develop a strong understanding of the project and its objectives.
* Requirements gathering from clients, create & maintain workflow diagrams, Environment setup plans, Migration & Configuration documents, test plans & provide estimates.
* Partnering with business stakeholders to understand current account planning business processes, pain points, identify gaps between current processes and enterprise process, define solutions to address gaps, document user stories and business requirements.
* Analyzing change requests or inquiries raised and determine their impact on the business by providing solutions.
* Operationalize business processes, including updates to process documentation, communication plans, end user training and updated metrics and dashboards to monitor and measure new processes.
* Active participant in design, brainstorming sessions, Execution, support, and Sprint Demos.
* Design different custom dashboards per user needs for different user groups based on their business’s functionalities and requirements.
* Hands-on experience with Salesforce setup options such as Objects, Validations, Workflows, Process Builders, Reports and Dashboards, etc.
* Outline the organization’s hierarchy and create profiles, assign roles and access accordingly in Salesforce; work on the visibility and security settings as are required by the various businesses.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Deployment of Agile/Scrum methodologies to ensure quality improvement continuously.
* Perform UAT through iterative testing for incremental functionality and conduct end to integration Tests.
* Prepare traceability matrix for mapping requirements & defect. Manage end to end Defect life cycle through ALM.

**Fidelity, Raleigh, NC**

Jan 2017 – Dec 2017

Role: Salesforce Analyst

**Responsibilities:**

* Involved in end-to-end SDLC (Software development life cycle) with emphasis on Salesforce Business analysis.
* Requirements gathering creation & maintenance of workflow diagrams, Environment setup plans, Migration & Config documents, test plans & User stories. Analyzing change requests and determine their impact on the business by providing solutions.
* Work with Architecture team to capture details around technical features to be delivered to support functionality.
* Perform end to end UI & backend UAT on web-based applications using scenario-based Test data, through SOQL & SOSL.
* Execute and review manual test scripts, end to end system integration, compatibility, and usability testing.
* Perform data profiling to identify non-conformance and recommend measures to prevent re-occurrence of quality deficiencies.
* Provide support during development, identifying, researching, analyzing potential risks via review & feedback.
* Collaborate with business & technical partners to analyze, backtrack, debug, and resolve data related issues, defects, perform variance and RCAs (Root Cause analysis).
* Manage & support postproduction Tickets and data issues of release, through HPQC & JIRA.
* Set up field service features including installing and configuring the Field Service Lightning managed package and Field Service Lightning mobile app.
* Updated the Field Service Lightning mobile app to optimize on - site job management to a mobile workforce.
* Implemented Web-to-Case entry and manual case entry for entering customer's cases
* Created workflows rules to perform timed tasks, email alerts, and field updates and used process builder to create records, update related records and submit for approval
* Worked on Salesforce.com customization, creation and maintenance of record types, page Layouts, objects, tabs, and fields

**VB Soft India Limited, Ahmedabad**

Aug 2011 – Sep 2016

Business Analyst

**Responsibilities:**

* Gather requirements and elicitation from stakeholders, Create Business Requirement Documents, Functional Specifications, and transformation documents.
* Take part in daily interactions with Product Owner, Business Analysts, and development team to understand and better translate, the business requirements to Functional requirements.
* Maintain and groom Product backlog, create and prioritize User stories using Rally.
* Perform data profiling to identify non-conformance and recommend measures to prevent re-occurrence of quality deficiencies.
* Create moderate to complex SQL queries to extract data components, perform data analysis & validations, and find gaps in data.
* Conduct review sessions with support team and QA to review defects raised and take those to resolution.
* Work with functional teams to identify effective process improvements and defect prevention.
* Document training and implementation material for the business users, participate in the implementation and provide post-implementation support.
* Conduct User Acceptance Testing (UAT) and jointly Work with application users, Development team & third part testing teams, for end-to-end execution of the test cases to attain user acceptance.
* Perform trend analysis and data analysis on Live Production data while supporting Tableau based downstream validation team, to report spikes in Data.
* Create data quality reports and suggest business solutions based on the analysis done on live data.

**Capita India, Mumbai**

Jul 2009 – Jul 2011

Salesforce Analyst

**Responsibilities:**

* Administered daily tasks such as creating workflows, dashboards, reports, user profiles and roles, custom objects, fields, records, page layouts, validations, profile, and triggers.
* Configured the security access, permissions, roles, and profiles for internal and external users.
* Completed the configuration for new features within Salesforce, utilizing AppExchange products, and other cloud-based technologies.
* Maintain data quality by identifying and deleting or merging duplicate records, cleansing, and updating inaccurate data.
* Established patterns to reoccurring issues and provides input to development teams.
* Keep customers informed of progress during issue lifecycle and make follow-up calls or communications in a timely manner
* Developed changes in a sandbox environment and followed protocols for testing deployment to production environment.
* Took support calls from sales staff and sales support associates to provide resolution to customer queries to meet company objectives.
* Performed troubleshooting over the phone or via web messenger to identify and resolve issues.
* Maintain updated knowledge of company products and services to better provide customer support and service solutions.

**Reliance Communications, Mumbai**

Dec 2008 – Apr 2009

Business Intern

**Responsibilities:**

* Radio frequency (RF) Planning, installation and commissioning of mobile Networks, optimization of network.
* Ensured optimum use of frequency to avoid interference by conducting frequency planning of SFH parameters.
* Improve the mobile connectivity and address areas of weak performance by implementing changes to network parameters on the bases of drive test data.
* Present RCAs for issues and major breakdowns.

**ACADEMICS**:

* Bachelor of Technology, Electronics & Communication - Nirma Institute of Technology, Ahmedabad
* Certified Salesforce Administrator.