**MANISH GUPTA**  **CERTIFICATIONS**

manishguptame@gmail.com Salesforce Administrator: 10887731

+91.98110-10221, New Delhi Salesforce Sales Cloud Consultant: 17294521

<https://www.linkedin.com/in/manishguptame>

SUMMARY

* High potential Salesforce certified Business Systems Analyst with Master’s in Computer Science offering 16+ years of progressive roles in diverse domains of Healthcare, Technology, Insurance, e-business, and service industry sectors.
* I am a certified Salesforce Administrator, and Sales Cloud Consultant with strong experience on Salesforce.com (Sales processes, external orgs and external objects), Process enhancements, Playbook for (Leads, Accounts, Opportunity, Quoting, Order Intake, Provisioning, Invoicing, Collections).
* I have 16+ years of experience in Business Analysis to document the vision and scope, business processes, business Requirements, specifications, UAT, system configuration, enhancements, gap analysis, new system, Agile and waterfall methodologies, user stories, use cases, test scenarios, and test plans.
* I have broad-based business acumen, with blend of analytical, management, and leadership skills in business processes, best practices to manage teams to take on challenges, contributing collaboratively towards organizational vision and success. I have problem-solving with a can-do attitude and have a passion to see every difficulty as an opportunity.
* Experienced in managing the team(s) in cross-functional setting spread-out in multiple time zones for software delivery based on the client expectations and love to provide customer demo on the sandbox environment.
* I have a passion of whiteboarding to express my thoughts and to visualize the business expectation by capturing the system AS IS or TO BE state. I am also equally passionate about the Human interface to a website in terms of UI, UX, and Usability.
* Skilled in handling the change in business requirements, application functionality or to adjust processes based on ITIL v3 as per the fast-changing requirements. I have the ability to stay focused in stressful situations.
* My strengths are the flexibility to handle the change, quick learning skills, and focused on to deliver the work with the quality and speed. I have a good insight of market trend and industry best practices.

BUSINESS SKILLS

Agile (Scrum, Kanban), Waterfall, RUP, SDLC, OOAD, SOA, UAT, Test Lifecycle, Multi-tier Web Applications. User stories, Business Process, UML/Diagrams (Use Case, Class and Sequence), Gap analysis, Business/System Requirement/Specifications, Functional and Non-functional Specifications, Project Estimate, Training, User Manuals, Test Plan Review (Integration, System and Acceptance). Mission statements, value propositions, critical success factors, statements of work, project management, ROI, risk analysis, Cost-benefit analysis, facilitated JAD’s sessions, implementation, mentoring and coaching. TriZetto Facets, Health Rules, EDI X12 HIPAA 820, 834, 835, 837, 270/271, 276/277, ICD, PHI, PII.

TECHNOLOGY SKILLS

Windows, OSX, Linux, Splunk, Gomez, VMware, SFDC, CPQ, SAP BO, Jive, JIRA, PEGA, Confluence, Tidal, Rally, MS Office, Visio, Project, EDI, XML, SOA, SQL, WordPress, SharePoint, HP Extreme, HP Quality Center, Blueprint, MEGA, Remedy, HPSM, UAT, Java, C++, OSI, VOIP, VPN, Firewall, TCP/IP, IIS, FTP, ITILv3, ISO standards (S-57, S100, 19100), Selenium WebDriver, Page Factory, Jenkins, JUnit, TestNG, Daptiv, User Scenarios, UX specs, site maps, storyboards, taxonomies, wireframes, mockups, prototypes, localization.

CAREER ACCOMPLISHMENTS

* Researched broadly on Salesforce platform bug, and brought to the attention of higher management at Salesforce Inc. when reporting on external objects failed, recreated scenarios to help resolve it in later Salesforce releases.
* Responsible for end to end delivery and support for the business processes for PAN India’s subsidiary e-commerce to go online completely from manual work after sharing and implemented my brainchild to the company’s President.
* Sustained at No 1 Employee in PAN India for two consecutive years with customer relationships, and managing teams.
* Designed engagement costing model for services offered within Cisco IT to help save the cost and operational excellence.
* Solo Designed and developed CREST Admin Tool for Regence BlueShield from scratch to help resolve transactions errors which is still being used after 10 years.

EDUCATION

**- Master’s in Computer Science - Fairleigh Dickinson University, Teaneck, New Jersey, U.S.A Jan 2007 – Dec 2008**

**- Bachelors in Electrical and Electronics Engineering - Gulbarga University, Karnataka, India Dec 1997 – Dec 2001**

**Intuitive Apps Inc.**

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| **Currently managing the Clients Account in USA:**   1. Delta Dental, San Francisco, California 2. Cisco Systems, RTP, North Carolina 3. Spire, St Louis, Missouri | **Successfully managed previous Clients Account in USA:**   1. Genentech, South San Francisco, California 2. Salesforce, San Francisco, California 3. Kaiser Permanente, Pleasanton, California 4. IEHP, Rancho Cucamonga, California 5. Immunogen, Waltham, Massachusetts 6. Anthem, Virginia Beach, Virginia 7. DHG, Tysons, Virginia 8. State Compensation Insurance Fund, Pleasanton, California 9. State Street, Boston, Massachusetts 10. High Mark Health, Pittsburg, Pennsylvania 11. Data Guise, Fremont, California 12. Cisco Systems, Milpitas, California 13. Independent Health, Buffalo, New York 14. Sutter Healthcare, Sacramento, California 15. State Farm Insurance, Bloomington, Illinois 16. Office of Temporary Disability and Assistance, Albany, New York 17. TriZetto, Greenwood Village, Colorado 18. Blue Cross Blue Shield Association, Chicago, Illinois 19. Toshiba Memory America, Irvine, California 20. Regence Blue Shield, Seattle, Washington |

**Manager IT - Business Analysis (Salesforce) – Delta Dental | San Francisco, CA Sep 2017 – Present**

Currently working with Delta Dental Insurance, San Francisco. on P2E (Prospect to Enrollee) Program, primarily responsible for configuration, SFDC integration with PEGA, and other internal applications so that internal users can see data in SFDC (1 view).

**Notable Achievements**:

* Managing a team of 9 people including (SFDC Developer, QA, PEGA Developer) and 3 offshore folks to make sure requirements meet deadlines and quality.

* Astonishing accomplishment achieved and informed higher management a serious SFDC platform bug which rendered inability for a user to report on external Objects (Relationship), documented the findings and worked with Salesforce Inc. for a fix later.
* Worked with the business to gather requirements for enhancements and new functionalities for Group termination process, SFDC email notifications, sales process simplification, sales team compensation, sales UI simplification.
* Worked with different teams/systems i.e. PEGA to make sure requirements meet business expectations and seamless handoff of data with other applications, including validation and final demo to business in sandbox environments (Mock1/Full2).
* Responsible for creating and execution of the Playbook for Interim Basic Integration, and Full E2E Integration Requirements and developed Process Flows to help Business choose Integration type.
* Involved in end to end or UAT testing, created test data. Worked with the business for the signoffs by clearing impediments. I also have good knowledge of apex, visual force, triggers, workflow, reports and dashboards.

**Sr. Business Analyst – State Compensation Insurance Fund | Pleasanton, CA Mar 2015 – Sep 2017**

Lead Business project, Problem Solver to client delivery functions in a multi-faceted leadership role focused on the development of multi-phased guidewire Policy Admin System. Utilized SDLC to define and execute on client-focused programs and initiatives.

**Notable Achievements**:

* Conceptualized and designed the Endorsements assessment documents, workflow process, and day to day operational analysis to automate logic enabling multi-level approvals for add, edit, delete any endorsements from the policy.
* Documented new system requirements for Premium Billing, PriceNow-Quoting (Service Now), Audit, Workflows, Endorsements, Guidewire Billing Center to enable policyholders manage their worker’s compensation policy online.
* Developed systems specifications, flow charts, data flow diagrams using MS Visio, documented strategies, code and acceptance test criteria. Worked with Remedy tool to log and track tickets for the team responsible for service delivery.
* To drive JAD sessions with SME’s, developers, QA to clear any impediments or for brainstorming. Worked on gap analysis, Documented the change requests to sunset the legacy ACE Audit, WISP, CADE and other mainframe policy admin applications.
* Documented test scripts, UAT test scripts, and to assist team for bugs, non-functional setup and help fixing them, logged defects in QC while doing functional testing and followed the process until the defects were closed.
* Worked with Procurement business unit to help with Procurement stages of “Vendor Management” using SAP Ariba. To provide analytical and project management support using a data-driven approach to process control and improvements.
* Developed and to present, tracking, metrics, ad-hoc reports and implementing procurement strategies to optimize the vendor management.

**Sr. Business Analyst – Cisco Systems | Milpitas, CA May 2014 – Mar 2015**

Leveraged onsite, offshore cross functional team of 8 people to manage application service presentations, proposals, deliverables, processes, costing model, and engagement function to offer Data Analytics using SaaS within Cisco IT.

**Notable Achievements:**

* Designed engagement costing model for services offered within Cisco IT i.e. service types, usage cost, enable forwarder agent to provide end to end services in sync with E2E portal to create real-time reports, alerts, and dashboards for operational excellence.
* Designed the IT Resiliency architecture to enable high availability by replicating data between RCDN and ALLN, and to use RTP as a Disaster Recovery site for resiliency by enabling double indexing, forwarding failover, and clustering.
* Responsible for creating the dashboards, reports, triggers, business logic for real-time alerts on Splunk Indexer to meet the business requirements, solutions and business expectations for the hosts, data caps for Splunk Indexer deployment.
* Worked on Salesforce and APEX to track projects activities to plan Budgets, X-charges, resources, hosts details, use cases on various hosts within Cisco IT by logging, and to assign and track Splunk tickets in Remedy Tool.
* Analyzed previous quarters data for (CCW and CSCC) using Splunk to present “Quarterly Metrics Presentation” as an input to CIO for the user experience (performance, and availability) of various tracks (capture order, config, manage order, quoting, pricing, workspace) for frustrated, tolerable, and satisfied users.
* Identified Gaps, recommended solutions to enhanced performance by Identifying browser usage (internal, external users), 4xx, 5xx application errors to keep the application up 99% of time without sacrificing deadline, quality.

**Sr. Business Analyst – State Farm Insurance | Bloomington, IL Apr 2011 – Apr 2014**

Managed Enterprise processes to support System Support Architecture and other business processes to help various Product owners deploy their applications (new and old with updates) per quarter using ITSM and ITILv3 lifecycle standards.

**Notable Achievements:**

* Configured the Salesforce.com environment and documented the Business Requirements on various standard or custom objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports, Dashboards.
* I have experience working on creating orders CPQ Opportunities/Quotes> Activated and later provisioned, generated the contracts using the CPQ subscriptions for the customers who want to pay monthly vs paying in full upfront.
* Worked on creating bundles in CPQ for Insurance Coverage for multiple lines of Insurance, i.e. bundling the car policy with another motorcycle or another vehicle within the same household to save premium on coverages in a bundle.
* Configured the Sales Process/CPQ for Salesforce.com to configure, price, quote. Created proposals and terms, streamline renewals to build fast and accurate quote for consistent pricing/discount, contracts including electronic signatures.
* Streamlined billing by implementing e-Invoice, managing subscription based billing and flexible terms to recognize revenue, and reporting on quotes, orders, invoices, and payments.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule. Created custom reports and dashboards to support business needs of executive users.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing, sales process (Quote to Cash). Generated Revenue recognition status automatically. Performed CPQ configuration for product setup, approval matrices, approval, process builders and flows.
* Created Custom objects to extend application functionality in the SFDC. Created workflow rules, related tasks, triggers, email templates, alerts. Created approval processes, page layouts, defined approval actions on them to automate the processes.
* Worked on application enhancement, security needs and support for business user, accounts by creating custom profiles, public Groups and roles to distribute user rights and functionality at all organization levels.
* Developed SOQL queries to fetch data from multiple objects. Responsible for understanding the data migration, data mapping requirements including data analysis and data loading from legacy systems to Salesforce.com using wizard or data loader.
* Worked on AS IS, To Be Models to decompose requirements into functional and non-functional. Created the Share Point site from traceability matrix to track, update the status i.e. In-process, approved, rejected, and on hold.
* Developed Process flows, Context diagrams, RACI to propose changes into various ITIL lifecycle phases i.e. Design Strategy, Service Design, Service Transition, Service Operations, Continual Service Improvements contained by ITSM.
* Managed Enterprise wide Internal Improvement drop to help various Product owners deploy their applications into a live environment (new and old with updates) per quarter using ITSM and ITILv3 lifecycle standards.
* Worked with the team providing level 1 support on various applications Created a project charter for leveraging vendor’s in solution delivery by analyzing current and future state, to recommend industry best practices and feedback.

**Sr. Business Analyst – Regence Blue Shield | Seattle, WA Sep 2008 – Mar 2011**

Lead a team of 6 people to sunset the legacy system supporting HIPAA 4010 to new system supporting the HIPAA 5010 standards set forth by CMS and federal government mandate.

**Notable Achievements:**

* Developed CREST admin tool process to capture the failed HIPAA validation transactions in a separate queue, enhanced the user experience and designed the EDI X12 HIPAA 834 transaction error scenario functional flow.
* Designed the mockups for various parts of the application to help developers understand the requirements, and business processes to identify gaps, triggers, corresponding data fields in the business process, and created the business rules engine.
* Worked with teams to streamline EDI X12 HIPAA transactions i.e. 834, 835, 837 (Professional, Dental, and Institutional), 270, 271, 276, 277 to replace legacy system, and to implement Edifecs X Engine for HIPAA validation, transaction splitting, and archiving.
* Worked with TriZetto Facets to help deploying the Facets application with the new system, so that healthcare claims over EDI 837 files can be automatically adjudicated in Facets hosted by TriZetto using business rules.

**Technical Analyst – PAN India Group | Gurgaon, India Feb 2005 – Jan 2007**

**Lead a team of 5 people to sunset the old system supporting Unix and Solaris based applications with new MS Windows based application** supporting the new ISO standards (S-57, S100, and 19100) to help Indian Navy capture Hydrographic data in a real-time.

**Notable Achievements:**

* Developed technical requirements for data conversion for Datum change, Datum functions, and developed data fields mapping.
* Responsible for working with developers to **develop “ISAH-PC”**, a tool used for logging real time Hydrographic data, acquisition, and Navigation based on C, Unix with data processing on CARIS HIPS and SIPS applications.
* Supported Indian Navy for Professional/Differential GPS, Multi-Beam, Side Scan SONAR, underwater Remotely Operated Vehicle installations, configuration, planning, technical proposals, solutions for future technological advancements.
* Involved in meetings, seminars for product demonstration to Indian Navy, and other clients to capture new requirements, feedback, future enhancements, and upgrades.
* To validate business requirements, and to help the development team and resolving client impediments, to identify operational risks/gaps involved, to come up with a risk mitigation strategy to resolve them in a timely manner.

**Technical Analyst – LMS Technologies (P) Ltd | New Delhi, India July 2002 – Feb 2005**

Lead a team of 5 people to sunset the old system supporting Unix and Solaris based applications with new MS Windows based application supporting the new ISO standards (S-57, S100, and 19100) to help Indian Navy Capturing Hydrographic data in real-time.

**Notable Achievements:**

* Lead the team, responsible for designing, developing and implementing core GUI based product **“HYDAS”**- a tool used for Hydrographic Data and Acquisition and Navigation, based on C, UNIX and SQL with data processing on Sun Solaris.
* Lead the team responsible for installation, configuration, troubleshooting and to provide technical support for VTMS project for Kolkata port trust. Prepared training and user manuals by making step-by-step guides to all screen flows.
* Responsible for supervision of client’s setup including contributing in client’s resource planning for better resource utilization, providing maximum productivity using least time and efforts.
* To implement and manage VPN, WAN, GPS and DGPS technologies for the corporate clients. Responsible for remote monitoring of network devices i.e. routers, switches and circuits.
* Scheduled visits to the client’s site for preventive maintenance and attending them under the annual maintenance contract. Handoff the client with reports, test results and final status of the operations before leaving the site.