



CURRICULUM VITAE

PRASAD KARAGAONKAR

Salesforce Business Analyst

PROFILE

Over 6.8+ years of IT experience in Salesforce CRM in analysis, design, development, implementation and of Salesforce CRM applications and visionary business Analyst with expertise in Salesforce platform including service cloud, Sales cloud and community cloud with end-to-end program planning & implementation including scope management, activity sequencing, risk analysis, quality management and so on.

Performance-driven professional with excellence in client engagement; setting up project delivery strategy to handle complex projects, operations readiness & internal controls

Pioneered in directing a cross-functional team to develop and deliver quality products in salesforce CRM.

CONTACT

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 +91 9538421340

 BANGALORE

CERTIFICATIONS



EDUCATION

Master of Technology (M.Tech)

Digital electronics and Communication Systems, PES Institute of Technology, Bangalore (KA)

Bachelor of Engineering

Visvesvaraya Technological University, Belagavi (KA)

Pre University -12th

J.S.S. Science College, Gokak (KA),

High School

G.E.S. High School, Gokak (KA),

EXPERIENCE



Mercedes-Benz

Mercedes Benz Research & Development India

Designation: **Requirement Engineer (Salesforce CRM)- Lead Business Analyst**
Mar 20 - Currently working

- Acted as liaison between business, sales and IT teams to refine the product and incorporate features based on market demands.
- Conducted workshop to capture customer personas, journey maps, and define process flows based on Salesforce best practices on Sales Cloud and Service Cloud.
- Collaborated with the designers, Salesforce architects and Salesforce engineers to iterate on the MVP scope.
- Authored Technical/Business user stories, product specifications, prototypes, and any other resource necessary for successful production and launch specific to Salesforce.
- Managed hierarchies, profiles, permissions in Salesforce.
- Manage daily administration of user reported issues, new functionality, record types, page layouts, and other customizations as needed.

SKILLS

Salesforce Service Cloud SME

Requirement Engineering

Agile, Scrum Framework

Stakeholder Management

Salesforce Admin

Excellent Communication Skills

Product Management

Solutioning, Team Coordination

HOBBIES



Cricket



Reading



Music



Writing

- Worked on Admin tasks including Configuration Modification - Create or modify custom objects, record types, fields, workflows, approval processes, page layouts, custom links and buttons, report types, Apps, tabs, labels, validation rules, Workflows, assignment rules and user management.



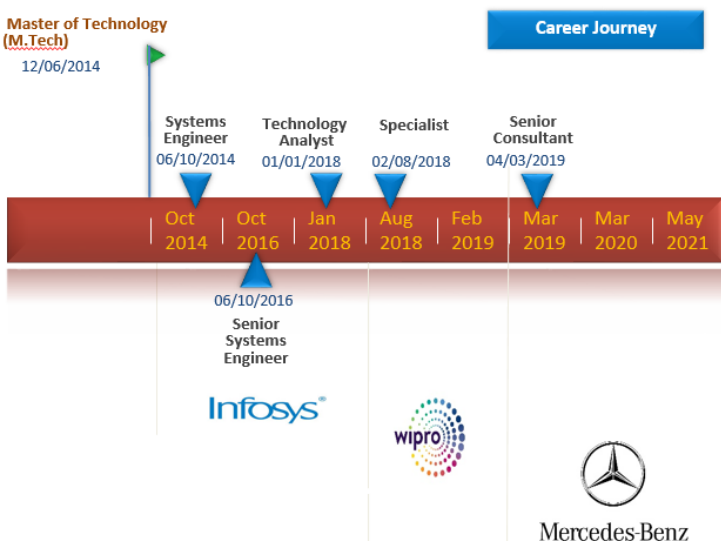
Mercedes-Benz

Mercedes Benz Research & Development India

Designation: Senior Consultant- Role: Lead Business Analyst

Mar- 2019 to Feb 2020

- Acted as liaison between business, sales and IT teams to refine the product and incorporate features based on market demands.
- Curated product backlog and roadmap continuously
- Coordinated and lead high-profile projects across numerous functional teams and stakeholders
- Authored user stories, product specifications, prototypes, product documentation, and any other resource necessary for successful production and launch specific to Salesforce.
- Worked on Service Operations/ Production support on the project after the successful launch of the product.
- Interact with customers and partners.
- Worked proactively to predict and minimize potential issues before they arise
- Managed hierarchies, profiles, permissions in Salesforce.
- Managed data in salesforce
- Managed daily administration of user reported issues, new functionality, record types, page layouts, and other customizations as needed
- Designed and implemented critical business processes, workflows and other tools on the Salesforce platform.



Wipro Technologies Limited.

Designation: Specialist –Salesforce Consultant Domain: Healthcare
From Aug 2018 to Feb 2019

- Collaborated with Business, IT Business stakeholders and Tech Leads to elaborate on the requirements.
- Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
- Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
- Translated features into user stories within the team's backlog while managing, ranking, and prioritizing this backlog to reflect stakeholder's requirements.
- Understand the complete data flow with in Salesforce and Data coming from other systems.



Infosys Technologies Limited.

Designation: Technology Analyst Domain: Agrochemicals, Automotive
From Oct 2014 to Jul 2018

- Collaborate with Business, IT Business stakeholders and Tech Leads to elaborate on the requirements.
- Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Analyze main business processes and requirements and translate into IT solutions.
- Worked towards preparation of requirements management plan, (BRD) detailed business functional requirement documents.
- Developed reports, dashboards and processes to continuously monitor data quality and integrity
- Managed the database for the team's regions and performed basic administration, de-duping and clean-up procedures
- Managed ongoing support request and administrative needs of users.
- Created data flow diagrams and process flow diagrams to facilitate better system understanding.