

**Asit Kumar Mohanty**

**Salesforce Business Analyst Manager *–* CRM (Salesforce CRM and CPQ Admin)**

**Certified Salesforce Admin, App Builder, Copado Devops, Flosum, CPQ Specialist, PD1 and Alteryx ETL Designer Core**

[**asitmohanty111@gmail.com**](mailto:asitmohanty111@gmail.com)

**8050667603/7978240257**

I have about 12 years of IT experience which could be summarized as below

* Motivated and passionate, Salesforce certified Consultant with 12 years of overall corporate experience where almost 6.5 Years’ experience in Siebel Admin and Incident and Problem Management and **5.5 years of experience in Salesforce Admin, Salesforce CPQ Admin and Business Analyst** which includes Requirements gathering, Requirements analysis, Estimation, Gap analysis. Driving the entire project implementation from requirement gathering till implementation acting as bridge between client & development team. Proficient at understanding the Business requirements, ability to translate Business requirements into a detailed functional and technical implementation plan and designing test scenarios based on those Requirements. Worked as an Agile Team member during the course of my professional life. Also worked on Design, Testing, Implementation of SFDC with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Expert in end-to-end implementation of projects and solutions from analyzing business requirements, preparing solution proposals, creating user stories, use cases, translating requirements into functional specifications, planning and performing test activities, providing go live assistance till post implementation support and functional testing.
* Analyze and document the business and functional requirements to adapt to the agile methodology. Developing user stories and process flow to support the design and development of Salesforce solutions for our clients using Azure Tool. Backlog grooming & maintaining with the stakeholders.
* Working collaboratively with the solution design and technical design team to design a solution that will meet the client’s business requirements and fulfill user stories.
* Proactively communicating with the Product owners and Business Process Experts to identify required changes, and production issues and communicate to the development team.
* Preparing necessary documentations for the stakeholders such as Functional Requirement Solution (FRS), Design Specific Document (DS) & Installation Qualification (IQ) document.
* Following Agile methodology for Software development cycle and actively participating in Sprint Planning, Sprint Reviews, and Sprint retrospective meetings.
* Performing Salesforce Administrative development activities and Service Cloud development using ServiceMax.
* Hands on experience in Salesforce CPQ including Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products, Product Rules and Price Rules.
* Involved in end-to-end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
* Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization. Created various profiles and configured Permission sets based on the Organizational hierarchy.
* Deploying applications from Sandbox to production using Change Sets, Copado.
* Being a quick learner, with excellent interpersonal and analytical skills, I’m keen to utilize my skills and knowledge to build innovative enterprise solutions using Salesforce..
* Created my own Youtube channel for Salesforce CPQ Basic learners(<https://www.youtube.com/channel/UCNhMHcRpHfwstWnS__bbzsw>) and having my own CPQ Telegram channel to help learners (t.me/sfcpqhandson) .
* Have worked with multiple business units to implement cross-functional solutions as per the business requirements.
* Interacted with the stakeholders, developers, Project Manager and SME's to formulate Business Processes.
* Thorough understanding of all SDLC models like Waterfall, Agile etc. and specialized in deploying different SDLC models.
* Very good customer interfacing, problem solving, analytical and communication skills. Able to effectively communicate technical information. Recognized for relationship building with team members and clients.
* Highly productive in team environments as team member. Efficient in handling multiple project aspects and priorities. Enthusiastic to learn new technologies. Excellent written and verbal communication and team coordination skills.
* Co-coordinating with different teams.
* Working on ServiceMax and Azure Tool, also worked on BMC Remedy tool, Service Request tool for raising and tracking the SR and incidents. Also, I am ITIL Foundation Certified and having extensive knowledge of Major Incident Management, Problem Management and Release Management.
* Have experience on tools like SVN ,CRT, HP ALM, JEERA, DEVOPS tools like Jenkins, Github, Maven, Copado and Flosum.

**TECHNICAL EXPERIENCE**

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| **Area** | **Skills** |
| Operating Systems | Windows 10 Pro,2003/ 98/ XP, Vista, Solaris 5.0,RHEL |
| Databases | Oracle 10g DB Administration with SQL knowledge |
| Tools & Utilities | Salesforce, Copado, Flosum, Jenkins, Siebel 7.7 and above |
| Domain Knowledge | Lifescience, CMT, RCM |

**PROJECT EXPERIENCE**

**Employer-1: Cognizant Technology And Solutions Ltd. (25th November, 2010-22nd October, 2014)**

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| **Client** | **EMEA and APAC** |
| **Project Name** | **Astrazeneca** |
| Duration & Location | Nov,2010 – October, 2014; Kolkata |
| Primary Role | Offshore Team Member- Siebel Admin |
| Environment | Siebel ePharma 7.7.2.10,Oracle 10g |

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| **Client** | **EMEA and APAC** |
| **Project Name** | **Astrazeneca** |
| Project Description | Application is a Siebel application developed for sales Reps. All the 62 country Sales Reps will be using Siebel Application for maintaining their day to day activities. This application is being designed to support common selling activities, and processes that sales force engages in while interacting with the customers. |
| Roles & Responsibilities | * Offshore Team member for QUATTRO and ONEVIEW Siebel admin support team. * Troubleshooting Siebel Admin related issues and other day to day activities. * Working on different deployment and release activity. * Coordinating with Onsite and other Support team e.g Config and Data team. |

**Employer-2: Accenture Services Pvt. Ltd.**

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| **Client** | **Germany Based** |
| **Project Name** | **Telephony** |
| Duration & Location | Nov’2014 – April, 2015; Bangalore |
| Primary Role | Offshore Team Member- Siebel Admin |
| Environment | Siebel eCommunications 6.3,Oracle 8i |

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| **Client** | **Germany Based** |
| **Project Name** | **Telephony** |
| Project Description | Application is a Siebel application developed for providing services for [broadband](https://en.wikipedia.org/wiki/Broadband_Internet_access), Germany. The company [trades as](https://en.wikipedia.org/wiki/Doing_business_as) O2 (typeset as O2) and O2 DSL (former Alice). This application is being designed to support common selling activities, and processes that sales force engages in while interacting with the customers. |
| Roles & Responsibilities | * Offshore Team member for Siebel admin support team. * Troubleshooting Siebel Admin related issues and other day to day activities. * Working on different deployment and release activity. * Coordinating with Onsite and other Support team e.g Design and Development team. * Installed Jenkins 1.6 to automate the windows batch scripts to schedule and run |

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| **Client** | **Netherland** |
| **Project Name** | **KPN** |
| Duration & Location | April,2015 – August 2016; Bangalore |
| Primary Role | Offshore Team Member- Siebel Admin |
| Environment | Siebel eCommunications 8.1,Oracle 10g |

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| **Client** | **Netherland** |
| **Project Name** | **KPN** |
| Project Description | Company is the leading provider of telecommunications services in the Netherlands, serving customers with wireline and wireless telephony-, internet- and TV services. To business customers, it delivers voice-, internet- and data services as well as fully-managed, outsourced ICT solutions. Both nationally and internationally, it provides wholesale network services to third parties, including operators and service providers. In Germany and Belgium, it pursues a multi-brand strategy with its mobile operations, and serves multiple customer segments in consumer as well as business markets. |
| Roles & Responsibilities | * Offshore Team member for Siebel admin support team. * Troubleshooting Siebel Admin related issues and other day to day activities. * Working on different deployment and release activity. * Coordinating with Onsite and other Support team e.g Design and Development team. * Part of upgrade team for Siebel 8.1 to 8.1.1.15 |

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| **Client** | **France** |
| **Project Name** | **France Telecom** |
| Duration & Location | Aug 2016 – Dec 2016; Bangalore |
| Primary Role | Offshore Team Member- Siebel Admin with |
| Environment | Siebel eCommunications 8.1,Oracle 10g |

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| **Client** | **France** |
| **Project Name** | **France Telecom** |
| Project Description | Company is the leading provider of telecommunications services in the France, serving customers with wireline and wireless telephony-, internet- and TV services. To business customers, It delivers voice-, internet- and data services as well as fully-managed, outsourced ICT solutions. Both nationally and internationally, It provides wholesale network services to third parties, including operators and service providers. In Germany and Belgium, It pursues a multi-brand strategy with its mobile operations, and serves multiple customer segments in consumer as well as business markets. |
| Roles & Responsibilities | * Offshore Team member for Siebel admin support team. * Troubleshooting Siebel Admin related issues and other day to day activities. * Working on different deployment and release activity. * Coordinating with Onsite and other Support team e.g Design and Development team. * Worked as a primary POC for Incident and Problem Management wit a team size of 8. * Managed the incidents and problems on priority to meet the resolution within scheduled SLA. * Worked as a Release Manager with both Agile and Waterfall experience. |

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| **Client** | **US** |
| **Project Name** | **UserTesting** |
| Duration & Location | Jan,2017 – June 2018; Hyderabad |
| Primary Role | Salesforce Administrator |
| Environment | Salesforce |
| Project Description | Company based on world's leading human insight platform to capture rich, video-based feedback to make decisions with confidence, ensure product-market fit, and accelerate innovation and growth.. |
| Roles & Responsibilities | Defined Org wide defaults to restrict access from users and Sharing Rules to provide access for limited users.  Customized Page layouts for Standard/Custom objects and assigned Record Types.  Worked with various salesforce.com Standard objects like Accounts, Contacts Leads, Opportunities, Products, Price books and Cases.  Implement new enhancements including creation of custom objects, workflows, email alerts and templates and campaigns.  Maintain multiple user roles, security, profiles and workflow rules. Setup Role hierarchy and create sharing rules to limit data visibility.  Complete bulk imports of data using Apex Data Loader. |

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| **Client** | **US** |
| **Project Name** | **User Testing** |
| Duration & Location | Jun,2018 – Sept,2020; Hyderabad |
| Primary Role | Salesforce CPQ Specialist with Business Analyst |
| Environment | Salesforce |

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| **Client** | **US** |
| **Project Name** | **Abbott Laboratories** |
| Project Description | Company based on Life Science helping its customers to find the right medical devices and Medicines, manage customer relationships and streamline IT processes to meet the needs of business. |
| Roles & Responsibilities | Ability to facilitate effective communication between business and engineering teams.  Preparing necessary documentation for the stakeholders such as Scope, BRD & FRD documents.  Acting as liaison between various stakeholders.  Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products  Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.  Various pricing factors like variance pricing, volume based pricing, attribute based pricing has been Configured.  Configured the complete attribute based pricing and Price Matrices. Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.  Created Approval Processes, Email Templates, Letterheads in HTML and Visual Force. Maintain, create and manage user accounts, profiles and security.  Maintain multiple user roles, security, profiles and workflow rules. |

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| **Client** | **US** |
| **Project Name** | **Philips** |
| Duration & Location | Oct,2020 – Till Date; Hyderabad |
| Primary Role | Salesforce Business Analyst Manager |
| Environment | Salesforce |
| Project Description | At Philips, we see healthcare as a connected whole. Helping people to live healthily and prevent disease. Giving clinicians the tools they need to make a precision diagnosis and deliver personalized treatment. Aiding the patient's recovery at home in the community. All supported by a seamless flow of data. |
| Roles & Responsibilities | • Eliciting requirements by working with Product Owner and Business Processes experts by doing interviews, document analysis, requirement workshops, business process diagrams, use cases, and workflow analysis.  • Analyze and document the business and functional requirements to adapt to the agile methodology. Developing user stories and process flow to support the design and development of Salesforce solutions for our clients.  • Working collaboratively with the solution design and technical design team to design a solution that will meet the client’s business requirements and fulfill user stories.  • Developing user stories map to track down dependencies and to provide effective solutions.  • Assisting the development team with the functional requirements and business rules.  • Proactively communicating with the Product owners to identify required changes, and production issues and communicate to the development team.  • Performing UAT to ensure business requirements are met.  • Documenting the business benefits of all user stories which will be released in a specific sprint.  • Following Agile methodology for Software development cycle and actively participating in Sprint Planning, Sprint Reviews, and Sprint retrospective meetings. |

**QUALIFICATIONS**

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| **Degree/Course** | **College/University** | **Year of Passing** |
| Bachelor Degree | DRIEMS(BPUT) | 2010 |
| 10+2th standard | STEWART SCIENCE COLLEGE | 2005 |
| 10th Standard | RAVENSHAW COLLEGIATE  SCHOOL | 2003 |

**PERSONAL PROFILE**

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| **Sex** | **:** | Male |
| **Marital Status** | **:** | Married |
| **Date of Birth** | **:** | 25.12.1987 |
| **PANCARD**  **Number** |  | AUCPM5832C |
| **Passport Number** | **:** | J3050067 |
| **Present Employer** | **:** | Mindtree Pvt. Ltd, India. |
| **Date of Joining** | **:** | 5th Oct,2020 |
| **Designation** | **:** | Business Analyst Manager |

**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

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