

S.S. Ratan
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Professional Summary

- MBA graduate with 13 + years of IT experience. 9 + years of experience in Business Analysis, 2+ years into functional testing and 2 + years into Salesforce Einstein analytics, Salesforce Service Cloud and Salesforce CPQ
- As-is and To-be process, Gap Analysis, Impact Analysis, and business/system requirements.
- Elicit requirements using interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases, scenarios, and other business analysis techniques.
- Leverage data to create reports and dashboards using Einstein analytics –Tableau CRM
- Experience in working with cross functional and cross vendor teams, and deliver to aggressive timelines
- Experienced in Prototyping
- Experienced in Waterfall and Agile Methodology
- Experience Jira and Confluence
- Experience in Salesforce CPQ, Data Loader

Brillio

Client: VMWare

Location: Bangalore

Role and Duration: Salesforce CPQ and Billing Product Owner/ Business Analyst | | 5th Aug 2021 - Till date

Project description: - Client would like to encourage their customers to move from Perpetual license to Cloud based. So, discount will be provided to the customers on commitment amount. Applying discounts while creating contracts and applying the same in Quotes. Creation of Quotes, Quote Lines, Order, Contract, , Invoice, Invoice lines, Credit Note , Credit Note lines, Payments.

Responsibilities: - Requirement Elicitation, Participated in Business workshops, Creating IT User stories, reviewing it with Business, Walkthrough to the Dev team and QA team, Reviewing test cases and UAT support.

Accenture

Client: BOI

Location: Bangalore

Role and Duration: Salesforce Service cloud/Einstein analytics/Salesforce CPQ Business Analyst | | 15th Mar 2018- 25th Jul 2021

Project description: - Bank would like to see the insights of commercial analytics in card division by using Salesforce Einstein Analytics and in call centres they want to implement their legacy system to Salesforce Service cloud on Case management and Omni Channel.

Responsibilities: - Involved in Setup, scheduling, and planning, Create, edit, run & schedule Dataflows Configure and import data into Datasets from Salesforce.com, Configuring Recipes to clean, transform & combine data, Salesforce service cloud – Case Management, Omni channel - Experience in Analysing business requirements and planning functional requirements, Design & Implementation of a solution, Creation of user stories, SIT signoff and UAT Testing,

Client: GSK

Location: Bangalore

Role and Duration: Consultant | | 6th Oct 2016- 14th Mar 2018

Project description: -

Health Care – Company has implemented Data modelling – Erwin tool from legacy Data Modelling tool

Responsibilities: - Gathered Requirements, Participated in Business workshops, Prepared story

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boards, Building the screens in iRise, Conducting internal review and External review

Client: Telecom client

Location: Bangalore

Role and Duration: Business Analyst | | 12th Aug 2013- 30th Sep 2016

Project description: - The One-point Universal System (OPUS) is an AT&T system that enables employees to effectively activate. Assist customers with their mobile phone accounts, and the application is primarily used in AT&T retail stores.

Responsibilities: - Gathered Requirements, Participated in Business workshops, prepared story boards, Building the screens in iRise, Conducting internal review and External review

HCL Technologies

Client: Standard Bank of South Africa

Location: Johannesburg

Role and Duration: Business Analyst | 2nd Aug 2010- 8th Aug 2013

Project description: - Standard Chartered Bank has started Core Banking Transformation, where bank is implementing SAP from legacy system. This project targets to deliver accessible banking by offering Transactional, savings, lending and wealth products and services through traditional and alternative distribution channels. It basically targets inclusive banking customers who are mainly unbanked. It involves end to end implementation of savings transactional and **loan offering** through agile approach.

Responsibilities: - Gathered Requirements, Participated in Business workshops, Prepared blueprints, Preparing FSS on the gaps identified in the processes, Prepared story boards, Building the screens in iRise, Conducting internal review and External review, Linking the Business requirements and Components in RequisitePro, Reviewing Test cases & test scenarios, UAT testing.

Client: Small Industries Development Bank of India

Location: Mumbai

Role and Duration: Functional testing | 29th Aug 2007- 30th July 2010

Project description: - SIDBI is a bank where they provided **loans** to the small industries. Bank was implementing their legacy system to flexcube with B-scope applications integrated to flexcube and its developed by HCL.

Responsibilities: - Understanding and analyzing Business requirements / Software requirements specifications for test case & test scenario conversion, Writing Test cases & test scenarios, Peer review Test cases & test scenarios, Execution of the Test cases and Defect Management, SIT testing and UAT Support, UAT Coordination includes providing walkthrough to the users about the application functionalities. Analyzing the defects raised by them before assigning them to the Application Construction Team.