Overview

Result-oriented professional targeting senior-level assignments as a Manager/Team Lead in Business Analysis or Process Automation with an esteemed organization in **Pune**

SAURABH DESHPANDE
Manager – Business Operations

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Core Competencies

Strategic Planning

Process Automation

Ticket Management

Escalation Management

Salesforce

Sales Enablement

Sales Process Optimization

Change Management

Business Analysis

Reports & Dashboard Creation

Hiring, Training & Development

Profile Summary

- Performance-driven professional with **more than 10 years of rich & extensive experience** in **Business Analysis, Data Analysis, Process Automation and Operations**
- Simulated, designed, developed & deployed computationally complex and practical data; built and delivered comprehensive data strategy roadmap; ensured final deliverables were of the highest quality
- Evaluated data findings to communicate findings in a clear, structured manner; developing cordial relations with stakeholders and rendering guidance
- **Efficient in mapping requirements** of clients as well as multiple stakeholders, documenting RFPs and RFIs, translating the requirements into business requirement documents (BRD), functional requirement documents (FRD), technical solution; effective in developing, transitioning and customizing processes in line with specified guidelines
- Understood business needs and designing a roadmap for reporting sales data to track sales performance
- **A keen analyst** with the ability to collate and process data thereby supporting vital business decision making
- Proven track record of participating in various assignments with real-time experience in planning, execution, application of methodologies, documentation and presentation of findings

Career Timeline

eClerx Services Ltd., Pune

Aug'12 - Apr'15 → **Apr'15 - Jun'20** → **Since Jul'20**

Tata Communications Ltd., Pune

Symantec Software India Pvt. Ltd., Pune

Work Experience

Since Jul'20: Tata Communications Ltd., Pune as Manager – Business Operations

Key Result Areas:
- Working with clients and end users to gather, understand, and define business requirements
- Developing user stories and to-be process flows to support the design and development of Salesforce solutions for our clients
- Working collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories
- Organizing, analyzing, synthesizing and/ or summarizing data using appropriate methodologies; gathering user requirements and translating them into technical and system specifications

- Playing a key role in the creation of reports and dashboards on a daily/weekly/monthly and yearly basis on **Power BI and Salesforce**

- Assisting in **Ticket Management** and **Escalation Management**
- **Acting as a point of contact** between the development team and stakeholders; playing a crucial role right from requirement gathering to deployment
- Managing data analysis and processing activities involving analysing, studying and summarizing data for extracting useful information which would assist in strategic decision making and planning
- Collating appropriate data for use in database and conducting related research
- Assisting in Salesforce Integration with other tools – Monitoring the tool integration and resolving interlock issues
- Helping in Data Management – Customer Data Governance in Salesforce and other related systems
- Collecting, Analyzing, Evaluating and reporting Sales data to track sales performance

Apr'15 – Jun'20: Symantec Software India Pvt. Ltd., Pune as Process Lead - Sales Operations

Key Result Areas:
- Created, evaluated, and optimized data sets and sales applications
- Worked with project managers, business analysts, salesforce administrators, and sales team leaders to implement and collaborate on major sales-related projects
- Managed sales administration, GTM planning support, business analytics oversight, sales territory planning and assignment, sales pipeline support and direct sales force enablement
- Integrated, analyzed, and evaluated sales performance based on predetermined metrics
- Provided ad hoc analyses to sales and marketing teams regarding sales progress and syndicated data updates
- Analyzed data to determine trends in customer buying patterns to identify opportunities for new products or services
- Provided support to other departments in the organization by conducting research on new market opportunities or competitor activities
- Collaborated with Sales and other Business Leaders for developing GTM strategies
- Used Salesforce for bringing efficiency in the overall sales operation function: Creating, maintaining, updating, and deleting data across Salesforce objects
- Identified new processes, determining gaps in existing process and implementing new processes; participated in design reviews and contributing in allocation of functionality to specific system components
- Drove the Data Purging project that involved removing/deleting unwanted Salesforce data : participated in multiple brainstorming meetings with different business stakeholders and Business units for seamless coordination
- Spearheaded entire team; delegated work, evaluated team performance and provided guidance as and when needed to boost team productivity

Highlights:
- Successfully completed the extensive server data migration process within the stringent timeline of **2 weeks**
- Streamlined and unified approximately **3 million customer accounts** and ensured assignment of appropriate values for a single fiscal year
- Improved data hygiene significantly : **Nearly 7-10 lakh** of Salesforce records were identified and eliminated from the system

Previous Experience

Aug'12 – Apr'15: eClerx Services Ltd., location as Senior Analyst

Highlights:
- Validated the M&A (Merger & Acquisition) data using tools such as Salesforce and Hoover amongst others
- Conducted secondary research for data validation and comparison, prepared failure mode and effect analysis, developed Excel reports, and trained newly recruited team members

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Education

2018
MBA – General Management | Symbiosis International University

2011
Bachelor of Engineer (B. E) – Computer Science from University of Pune

Technical Skills

- **BI (Business Intelligence):** Data Visualization Tools –Power BI / Salesforce
- **Power BI:** Data Visualization | Report Building and Maintenance
- **Salesforce**: Data Governance | Business Analysis | Reports and Dashboards
- MS Office

Soft Skills

Communication

Planning

Leadership

Problem Solving

Multitasking

Personal Details

Date of Birth: 5th September 1989
Languages Known: English, Hindi & Marathi
Address: Pune - 411015