**Resume**

**Samrendra Narayan Singh**

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DVG Road, Vajrahalli, BSK 6th Stage, **Mobile**: (+91)9060005978

Kanakpura Main Road,

Bangalore-560062.

**CAREER OBJECTIVE:**

To become a significant contributor in an esteemed organization that provides challenging environment and fulfill my desire of acquiring knowledge and pleasure working with the most competent professionals.

# **Work Experience:** 7.7 years of overall experience in the below roles

**Senior Solution Design Analyst** (Salesforce Certified Admin: **ADM 201, ID: 20991883)**

Cerner Healthcare Solutions India Pvt. Ltd.-**May-2019** to **Present**.

* Experience working on Salesforce CPQ/CRM Implementation, Configuration, Administration, Solution Design, Business Analysis and Functional Testing
* Have led and mentored a team, size of 3
* Proactively interacting with business stakeholders to understand Salesforce requirements and subsequently translate them into functional/technical user stories for the Salesforce developers
* Have worked on business requirement gathering and documentation of functional requirements specification
* Experienced in SFDC Administrative tasks like creating profiles, roles, users, page layouts, validation rules, approvals, workflows, reports, dashboards, Deployments and basic developments.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the role hierarchy.
* Skilled in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Experienced in Data Migration from Traditional Applications to Sales Force Using Data Loader.
* Worked on Salesforce CPQ bundle/data migration using CPQ tool and data loader.
* Have basic knowledge of Apex, Apex Trigger, Visualforce, SOQL
* Have prepared QA Test Design, Test Plan and Strategy, User Acceptance Testing Scenarios.
* Have used RQM and Jira for managing the project test plan
* Provide end user support and assist with best practices to enhance and increase user and frontline knowledge of SFDC.
* Good Interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies.

**Technical Solution Analyst**

Cerner Healthcare Solutions India Pvt. Ltd.-**Feb-2017** to **Apr-2019**.

**Responsibility:**

* Solution Design & Test, Business Analysis and Functional implementation for Oracle CPQ Cloud (BigMachines), Salesforce CRM, Project Management Tool JIRA, and Stakeholder Management
* Salesforce CRM and Oracle CPQ Cloud administration, Implementation and System Analysis
* Requirement gathering and analysis, Preparing and reviewing **CPQ Solution Design**, Test Plan and preparing MRD, TDD
* Have prepared User Acceptance Testing Scripts, Scenarios and Business Process flows to be used in UAT sessions
* Have performed UAT testing’s for design and enhancements for the releases
* Oracle CPQ Administration and implementation-Commerce and Configuration
* Managed Salesforce dashboards, reports, templates, page layouts, workflows and approvals; created and maintained custom objects, object relationships, standard and custom fields
* Customized reporting and dashboards for various teams; provide reports and report training
* Supporting team on resolving CPQ/CRM tickets which comes in Remedy ticketing tool
* Worked on preparing end-user documentation and conducting end-user training
* Attended/conducted daily **scrum** meeting and stand-up calls for updates with US team
* Worked on software development life cycle and business process management such as **Agile** methodology and tasks, roles involved in the process
* Managing project task via **JIRA**, Assigning JIRA to team, looking into the priority of JIRA and its execution

**Senior Analyst (Operations Process Support)**

Oracle India Pvt. Ltd.- Oct-2013 to Feb-2017

**Responsibility:**

* Business analysis, Process review and enhancement, UAT testing for Oracle CPQ Cloud and Order Management (Oracle Apps R12).
* Co-ordinating with business/sales team for Oracle Apps R12(OM) and Oracle CPQ enhancement requirement discussion
* Interacting with internal (India) and external stakeholder (**North America**) for the business requirement gathering
* Have prepared User Acceptance Testing Scripts, Scenarios and Business Process flows to be used in UAT sessions
* Have performed UAT/manual testing for the design and enhancements for the releases
* Have worked closely with Global Release Management Team and Development/application teams during issue troubleshooting until closure providing updates to all involved parties
* Being a SME for the global Quote to Order process and CPQ, worked as a mentor for new joiners/trainees of the regional CPQ/OM teams
* Worked on software development life cycle and business process management such as waterfall and **Agile** methodology and tasks, roles involved in the process
* Engaged with project stakeholders, GPOs (Global Process Owner), GFEs (Global Functional Experts) and Oracle Application Lab (OAL North America) DevOps Team for review of functional and technical design and obtaining approval
* Plan, design and implement effective business process improvements, desk manual review and making it up to date
* Prepared report on monthly and quarterly data for stakeholder and senior management
* Executing process audit and sharing the QA report across the business team
* Performing RCA and CAPA for audit and system issues

**Order Management Analyst**

Oracle India Pvt. Ltd., (**Payroll**-Primus Global Technologies)- Dec-2012 to Oct-2013

**Responsibility:**

* Order Management/Booking (Oracle App R12), Business process analysis, Data Analysis
* Manual Testing, Functional testing and UATs
* Requirement gathering and analysis, working closely with development team to work on the enhancements
* Interacting with internal (**India**) and external stakeholder (**North America**) for requirement gathering
* Attending calls for UAT status and update
* Reporting on monthly and quarterly data to stakeholder and senior management
* Executing process audit and sharing the same across the business team
* Performing RCA and CAPA for audit and system issues

# **EDUCATION:**

* Shiv Sagar Vidya Mandir (BSEB)-**10th**, 63.85%, 2001
* Raj Narain College (BIEC)- **Intermediate**, 62.44%, 2003
* Raj Narain College (BRABU)-**BCA**, 63.50%, 2007
* Hitkarini College of Engineering and Technology (RGTU)-**MCA**, 76.73%, 2011

# **TECHNICAL SKILLS:**

Database : RDBMS, SQL, BMQL,SOQL

Language Skills : C, BML, HTML, JavaScript, CSS, APEX

Tools/Basic Skills : Kanban Trello, JIRA, BMC Remedy, Selenium (XPATH), MS

Office (Advance Excel, Word, Power Point)

### **PROFESSIONAL ACHIEVEMENTS**

* Awarded by YAR (you are recognized) award for the outstanding performance for the Oracle Order Management Team
* Cerner STAR award for the outstanding support for business on CPQ issue resolution.
* Awarded by Oracle R&R (raise to revenue) award
* Nominated & participated for Oracle “**Train the Trainers**” program & certified successfully

**STRENGTHS:**

* A quick learner with the ability to make solutions-oriented, creative & innovative contributions in highly demanding situations.
* Ability to manage and influence team members without direct reporting authority.
* Efficient analytical problem solving & decision-making skills.
* Excellent written and oral communication skills with clients & stakeholders.
* Ability to work in a dynamic team environment, work with minimal supervision while delivering on action items in a timely fashion

# **HOBBIES:**

* Playing Cricket, Cooking

# **PERSONAL INFORMATION:**

Name : Samrendra Narayan Singh

Passport No. : S4325858

Date of Birth : 10th Feb. 1987

Father’s Name : Shri Kaushal Kishor Singh

Mother’s name : Late Smt. Krishna Devi

Gender : Male

Languages Known : English, Hindi

Nationality : Indian

Permanent Address : At. Pakauli, P.O. Rajasan, Dist. Vaishali, Pin. No. 844102, Bihar.

# **DECLARATION:**

I hereby declare that all the above information is true to the best of my knowledge and belief.

**Date**: ……………

**Place**: …………… **Signature**: …………