

Sharath Shanker

Male, 35 years

Email: Sharath.taurus@gmail.com

Mob. No. +91 9900701268



SHARATH SHANKER

Phone: +91-9900701268

E-Mail: Sharath.taurus@gmail.com

Business Analyst | Salesforce Certified Business Analyst | Salesforce Certified Sharing and Visibility Architect | Certified Scrum Master | Salesforce Certified Administrator | Salesforce Sales Cloud | Delivery Management

SUMMARY

- 12+ years of total experience with good understanding of industry leading CRM applications such as Salesforce Sales Cloud and Oracle Sales Cloud.
- Salesforce Certified Sharing and Visibility Architect, Salesforce Certified Business Analyst, Certified Scrum Master & Certified Salesforce Administrator
- Experienced in Requirement gathering, process modelling, user story development, acceptance criteria, backlog prioritization, managing release activities, driving sprint ceremonies, technical spec development and testing.
- Hands on experience using visualization tools like Lucid Charts for developing process flow diagrams.
- Good Experience in supporting Roadmap initiatives and driving the product development through agile framework (Atlassian suite)
- Experienced in running projects using Agile and Hybrid(waterfall-agile) framework, overseeing all aspects of project, liaising with stakeholders, end user and development team.
- Strong understanding and experience on Sales Cloud features and functionalities.
- Strong understanding and hands-on experience in configuring Salesforce Out of the box features (Fields, objects, Flows, Security model, Validations, data migration, bulk updates)
- Experienced in developing Release upgrade management plan for business applications.
- Good exposure to MS Projects, MS Office tools, Power BI and Jira
- Extensive experience working cross functionally with sales and marketing operations or business partners engineering, project manager, architects, QA.
- Good analytical and quantitative skills with ability to utilize Excel or Power BI to support the analysis.
- Experienced in Team leadership, Performance appraisals and Recruitment.

At present I am working with Infor India Pvt Ltd as Business Analyst and is involved in the implementation of Salesforce sales cloud. Prior to that I worked with Hitachi Vantara (2016 -2021) and had an overarching responsibility to manage Salesforce sales cloud, Oracle Sales Cloud and Sales & Marketing Analytics.

Highest Educational Qualification - Post Graduate Diploma in Management (PGDM) from T.A Pai Management Institute (TAPMI), Karnataka, India (Major/Minor - Marketing/Information Technology).

Prior to pursuing my PGDM/MBA, I worked for 3.3 years (2011-2014) as a Senior Software Tester with UST Global, Kerala, India. I also have close to 1 year of experience as Site Engineer with Fathima Engineering Company, Kerala, India.

Experience and Education

<u>Work Experience</u>	12+ years	<ul style="list-style-type: none">➤ Infor (2021 Mar- present)➤ Hitachi Vantara (2016 Apr- 2021 Feb)➤ Zrotra (Internship – 2 months)➤ UST Global (2011 Mar- 2014 Jun)➤ Fathima Engineering Company (2010 May -2011 Feb)
<u>Education</u> Post Graduate Degree in Management (PGDM / MBA) Bachelor of Technology in Electrical & Electronics Eng.	2014-16 2006-10	T A Pai Management Institute. (Marketing / IT) Mar Baselios College of Engineering & Technology

CERTIFICATIONS

Certification Name	Level	Year
Salesforce Certified Sharing and Visibility Architect (ID – 3938087)	Architect	2023 December
Salesforce Certified Business Analyst (ID – 3476466)	Business Analyst	2023 June
Certified ScrumMaster® (CSM®) (http://bcert.me/sxudxkgmy)	Foundational	2020 June
Salesforce Certified Administrator (SU19) (ID – 20496989)	Administrator ADM201	2019 October
ISTQB (International Software Testing Qualifications Board)	Foundational	2011

PROFESSIONAL EXPERIENCE

INFOR

Business Analyst

March 2021- Present

Responsibilities

- In-Charge of design aspects when it comes to Security – Profile, Permission Set Group, User Management, Sharing Rules, Roles, Territory and Team Sharing
- Conducted requirement gathering, process modelling using Lucid charts, data mapping documents for integrations and end user training for Salesforce sales cloud and Kantata PSA with extensive integration to homegrown applications.
- Documented As-Is and To-Be process including integrations with applications from App Exchange like Clari, Lean Data, Gartner, D&B etc and with external applications like CPQ, Demandbase, Order Management system, Contract Lifecycle Management (CLM) etc .
- Good experience in writing user stories and acceptance criteria.
- Contributed to Product roadmap.
- Managed Product backlog and prioritization.
- Have good experience in setting up sprint boards and other dashboards in jira
- Good experience in UAT Testing and Test planning.
- Experienced in Team Leadership, Performance reviews, Goal setting, Guidance and Coaching, Recruitment, Rewards
- Hands-on configurations - Security, Flows, Field configurations, List views, Public groups, record types, validations, Reports, Dashboards and bulk updates
- Developed & executed Technical Governance strategy for IT applications under Business Solutions Delivery -includes configuration management, Change Management, Release Upgrade Management & Environment management plan for Salesforce Sales Cloud
- Maintained the consistent communication channel and built rapport with Governance council, Project managers, business partners, development team, architects, QA and other stake holders.

Hitachi Vantara

Senior Consultant (SC2)

Apr 2016 – Feb 2021

Responsibilities

- Team Lead and Business Analyst for Salesforce Sales Cloud and Oracle sales cloud, responsible for liaising with multiple stakeholders and developers to come up with high level design and detailed specification for technical team.

Projects:**Salesforce**

- Experienced in both Business Analysis and Delivery management of Salesforce Sales Cloud
- Part of leadership team who led Salesforce CRM (Sales) implementation, enhancements, and configurations.
- Conducted requirement gathering, documentation and process modelling using Lucid charts for custom configurations and integration.
- Facilitated Training and UAT
- Conducted training sessions on Apex triggers and web to case/lead scenarios.
- Supported presales process with requirement review and demos.
- Added value through process improvement suggestions.

	<ul style="list-style-type: none"> Hands on experience developing custom fields, custom objects, custom layouts, Security, organization hierarchy, forecast setup, Targets, Price books, Record types, Flows, Validations, Apex Triggers, data migration, bulk updates etc. <p><u>Oracle Sales Cloud Project</u></p> <ul style="list-style-type: none"> Supported oracle sales cloud implementation for Hitachi Vantara Performed Role customization, Field and page layout creation, territory setup, internal resource organization setup, sales stage validations, bulk upload of contact, accounts, opportunities, leads, building custom reports, Agents and dashboard, Customizations through App Composer, Setup & Maintenance and Page Composer, Development using groovy scripts in Oracle Sales cloud, Quota Configuration, Organization Structure/Restructure (Internal Resource Hierarchy and Territory config), Workflow creation for Email Notification, Product Catalogue setup ,CX Enterprise mobile App rollout <p><u>Analytics</u></p> <ul style="list-style-type: none"> Designed and architected fully automated Power BI Dashboard integrating data from multiple CRM tools Power BI Sales Dashboard – designed and managed detailed pipeline, forecast, Synergy, Wins, target attainment, Stacked Ranking catering to customer requirement with ability to slice and dice the data using multiple filters on Region, Sales team, Year, Quarter, Salesperson Name, Account, forecast status, Line of Business, Service Offering etc.
Recognitions	<ul style="list-style-type: none"> Quarterly Team Award - Oracle Sales Cloud Project Execution (2019) Annual Award (2017-18) - Functional Excellence Category (June 2018) Sparkle Award for the suggestions made towards process improvement (Dec 2017) Outstanding Contribution Award for Eloqua to Sales Cloud integration project (March 2018)

UST Global Pvt Ltd

Senior Software Tester

Mar 2011 – Jun 2014

Responsibilities	<ul style="list-style-type: none"> Managed and led a team of 5 for testing the web application of world's largest shipping & logistics industry Perform System testing, Integration testing, End to End testing, Regression testing and Defect tracking Prepared Status report and drive Scrum calls
Projects	<ul style="list-style-type: none"> Software testing (optical selling software) of world's largest retailer Software Testing (Relocation software) of world's largest retailer Web application testing for world's largest shipping & logistics industry
Recognitions	<ul style="list-style-type: none"> 'Execution Mindset' award (2014) for maximum number of valid defects 'Execution Mindset' award (2013) for successfully delivering the project with 0/No UAT defects

Fathima Engineering Company

Site Supervisor

May 2010 – Feb 2011

Responsibilities	<ul style="list-style-type: none"> Managed electrical installation, testing and commissioning of Ring Main Unit Also managed civil works like Earth Excavation, Pillar Erection during this tenure
------------------	--

PERSONAL DETAILS

Current Location	Bangalore, India
Visa	US -B1 (expiry - 2029)
DOB	27-Apr-1988
Phone	+91-9900701268
Email	Sharath.taurus@gmail.com