

Yash Kaushik

Salesforce Consultant - BA

Skilled in working clients /onshore-consultants, driving discovery and requirements gathering sessions, interpreting user needs and writing functional specifications for new systems, system changes or system enhancements, providing user trainings and client demos

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📞 91-7904463027

📍 Gurugram, India

WORK EXPERIENCE

Senior Lead Business Analyst

PricewaterhouseCoopers (PwC), Kolkata

10/2019 - Present

Roles & Responsibilities

- Working as a Salesforce Business Analyst in a Contract Lifecycle management domain customized in CPQ Salesforce where we created contract for US/Canada
- Gather requirement from stakeholders, business users and documented in the form of BRD or User stories, reviewing test case, and driving
- Analyze, elucidate and document requirements (BRDs, FSDs, Use Cases, Process Models, etc.)
- Creates user stories in Jira/excel sheet in specific template mentioned acceptance criteria, functional created user stories

Lead Business Analyst

Evalueserve.com Pvt. Ltd., Gurugram

04/2017 - 05/2019

Roles & Responsibilities

- Evaluated business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions
- Facilitating discussion, decision making, conflict resolution, promote joint accountability for results and solving productivity issues
- Given functionality demo to end user using good presentation slides Release notes after deployed on production
- Worked on Agile methodologies and related tools. Conduct workshops, discussions, brainstorming with Business and related stakeholders for requirement understanding

Salesforce Admin |Business Analyst

Ernst and Young LLP, Gurugram

06/2015 - 09/2016

Roles & Responsibilities

- Worked on Salesforce admin tasks like Profile configuration, Record type, page layout, permission sets, sharing rules, workflow, Roles assigned and Groups access & rights. Worked on Queues and Approval process
- Gathered requirement from stakeholders, Business users and documented in the form of BRD or User stories, reviewing test case, and driving. Create presentation slides for end user demo
- Assist product managers to shape the product road-map and vision

Business Analyst

Moody's Analytics, Gurugram

07/2013 - 05/2015

Roles & Responsibilities

- Developed Requirement Documents-Business process, Customer wire frames. Writing high level user requirements
- Developed Salesforce reports & dashboards. Prepare use cases and formal requirements documentation
- Gathered business and functional requirements

CONTRACTUAL PROJECT

American Express Pvt. Ltd. (11/2012 - 07/2013)

- Salesforce admin –users creation, profiles & permissions, Layout changes, Setup Queues, groups
- Salesforce Reports & Dashboard creation
- Client coordination, prepared status report

SKILLS

Project management

Jira Stories

Salesforce Configuration

Data Loader

Reports & Dashboard

Communication

EDUCATION

MBA - Marketing & Finance

Bharati Vidyapeeth University - Pune

2010 - 2012

BBA - General

DAV Institute of Management - Faridabad

2007 - 2010

Class XII

S.N.S.P.S - Gurgaon (CBSE)

2006 - 2007

Class X

S.N.S.P.S - Gurgaon (CBSE)

2004 - 2005