**Resume**

**Samrendra Narayan Singh**

MSR Nilaya, House#558,2nd Floor, Flat#1, **E-mail**: [sam.mca34@gmail.com](mailto:sam.mca34@gmail.com)

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:** 9.8 years of overall experience in the below roles

**Senior Lead –** ITBusiness System Analyst**,**

Brillio Technologies Pvt. Ltd (Duration: **15th of July-2021** to **Present)**

**Project Name:** Salesforce CPQ, **Client Name:** Rubrik Inc

* Experience working on Salesforce/Salesforce CPQ Business System Analyst, Administration, Implementation, Declarative Development, Customization and Configuration, Production support, Solution Design, Business requirement Analysis, Project Management, and Functional Testing
* Leading a team size of 6
* Working on Salesforce Lightning experience, Sales Cloud, and solution design and user story creation, solution architecture roadmap and proof of concepts process.
* Requirement gathering and documentation of solutions within the team’s Agile management tool, assisting in creating and managing the backlog
* Worked with business systems analysts and internal business stakeholders to refine requirements and translate business needs into optimal system solution design
* Worked on to analyze and evaluate the technical and functional change impacts and that come because of the solutions designed
* Worked on feasibility studies, functional/technical gap analysis and mapping the business requirements to solution design.
* Worked on NPI, a new product/SKU’s launch projects from requirement gathering to final deployment of SKU’s along with its functionality.
* Worked on UAT test case design and testing for RoadMap and NPI requirements
* Worked on product sync and validation in SFDC and downstream systems via PIM tool.
* Worked on to validate and approve QA test cases against the solution design/requirements before changes moved to higher environment
* Worked on Salesforce CPQ Objects and Data Model, Product Rule, Price Rule, Discount Schedule, Product Bundle, QCP, Guided Selling, Quote template, Service Contract, Renewal, and Amendment business process.
* SFDC Administrative tasks like creating profiles, roles, users, page layouts, validation rules, approvals, workflow rule, Process Builder, 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.
* Experience in Software Development life cycle (SDLC), agile and scrum (scrum work sprint) environment.

**Application Development Team Lead –** Software Engineering

Accenture Solutions India Pvt. Ltd. (8th of March2021 to 13th of July 2021)

**Project Name:** PG Services **, Client Name:** ABB

* Experience working on Salesforce/Apttus CPQ Administration, Implementation, Declarative Development, Customization and Configuration, Solution Design, Business requirement Analysis, Project Management, and Functional Testing
* Leading a team size of 5.
* Driving daily scrum meeting and project status call.
* Proactively interacting with business stakeholders to understand Salesforce requirements and subsequently translate them into functional/technical user stories for the Salesforce developers
* Experienced in Salesforce Lightning version, Sales Cloud, and solution design, solution architecture and proof of concepts process.
* Experienced in SFDC Administrative tasks like creating profiles, roles, users, user permission sets, page layouts, validation rules, sharing rules, approvals, workflow rule, Flow Builder, Process Builder, 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.
* Have knowledge of Apex, Apex Trigger, Visualforce, SOQL
* Have worked on to review technical/functional approach for the developers and providing sign off on the enhancements
* Have worked on Service Now and Jira tools for Dev and Support task.
* Facilitating client workshops
* Working with other teams across Accenture, our client and Salesforce themselves

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

Cerner Healthcare Solutions India Pvt. Ltd.-**Feb-2017** to **5th – March - 2021**.

* Experience working on Salesforce CRM/CPQ Administration, Declarative Development and Implementation, Configuration, Solution Design, Business requirement Analysis, and Project Management, Functional Testing
* Have led and mentored a team, size of 5
* Experienced in Salesforce Lightning experience, Sales Cloud, and solution design, solution architecture roadmap and proof of concepts process.
* Experienced in driving the scrum meetings and co-ordinate with Agile teams in executing the enhancements/ features to fulfill the business needs.
* Requirement gathering and documentation of solutions within the team’s Agile management tool, assisted in creating and managing the backlog
* Have interacted and guided internal business stakeholders and developers on Salesforce CRM and CPQ best practices to be followed.
* Have worked with business systems analysts and other business stakeholders to refine requirements and translate business needs into optimal system solution design
* Have worked on to review technical and functional approach for the developers and providing sign off on the enhancements
* Experienced in Salesforce CPQ Objects and Data Model, Product Rule, Price Rule, Discount Schedule, Product Bundle
* Experienced in SFDC Administrative tasks like creating profiles, roles, users, page layouts, validation rules, approvals, workflow rule, Flow Builder, Process Builder, 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.
* Have knowledge of Apex, Apex Trigger, Visualforce, SOQL
* Have prepared QA Test Design, Test Plan and Strategy, User Acceptance Testing Scenarios.
* Have prepared User Acceptance Testing Scripts, Scenarios and Business Process flows to be used in UAT sessions
* Have performed salesforce change set deployment and coordinated on UAT testing for design and enhancements for the releases
* Good Interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies.
* 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 by following the **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, Sales 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

# **CERTIFICATION:**

* Salesforce Certified Admin: **ADM 201, ID: 20991883**
* Salesforce Certified Sales Cloud Consultant: **ID – 2159794**
* Salesforce Certified CPQ Specialist: **ID - 2292870**

# **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, SOQL

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

Tools/Basic Skills : Kanban Trello, JIRA, BMC Remedy, Wiki, MS

Office (Advance Excel, Word, Power Point)

### **PROFESSIONAL ACHIEVEMENTS**

* Cerner STAR award for the outstanding support for business on CPQ issue resolution.
* Cerner Turn Maker award for the Salesforce CPQ successful Go Live support.
* Awarded by YAR (you are recognized) award for the outstanding performance for the Oracle Order Management Team
* 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**: …………