



# KARTIK TOMAR

📍 Delhi, India 110035 📞 +91-8826323544  
✉️ kartiktomar21@outlook.com

## PROFESSIONAL SUMMARY

- Analytical, accomplished professional with over **8** years of experience in multifaceted roles requiring **analysis, requirement engineering, testing & end-to-end implementation** of Software applications.
- Relevant experience into **Salesforce is 6(+)** years.
- Seasoned **Business Analyst** offering **4(+)** years of **E-Commerce, Energy & Utilities, Life Sciences** and **Insurance** industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision-making.
- Certified **Artificial Intelligence Professional** from Defence Institute of Advanced Technology (DIAT).

## SKILLS

- Salesforce Sales Cloud, Service Cloud, Experience Cloud
- CPQ & Einstein Analytics
- Customer Discovery
- Workshop Facilitation
- Requirement Gathering
- Requirements Analysis
- User Story Writing
- Requirement Prioritization
- Test Scenarios & Scripts Preparation
- Bug Life Cycle & Tracking
- Test Strategy & Test Plan Preparation
- Test Evidencing
- User Acceptance Testing (UAT)
- Business process mapping
- Fit-Gap analysis
- Reporting Tools
- Structured Query Language (SQL)
- Data Migration: Salesforce Data Loader
- Facilitate Scrum Ceremonies: Sprint Planning, Stand-Ups, Review & Retrospective sessions
- Backlog Management
- Tools: JIRA, Microsoft Visual Studio Code, Microsoft Visio, Microsoft Office & Service Now

## WORK HISTORY

### SALESFORCE BUSINESS ANALYST/ QUALITY ANALYST

11/2022 to CURRENT

#### Wipro | Gurgaon, India

- Responsible for preparing the Master Template for gathering Boxes information present in Metering Business during Prep Phase.
- Conducted various workshops based on our findings during Prep Phase.
- Gathered all the business requirements and drafted User Stories along those as well as prepared technical user stories and suggested solutions to business.
- Conducted deep dive sessions with integration teams to understand the external systems integrating with Salesforce such as SAP, RPA etc.
- Prepared Feature Mapping for proposed solutions as well as the Design documents.

- Created NFR template for Performance testing purpose of the application after thorough analysis.
- Created Test Scenarios and Test Scripts for various Salesforce implementations.
- Review of Test Scripts designed by team to check if that is aligned with approved User stories acceptance criteria.
- Interacting with client and reporting daily status of features being tested.
- **Project Details: -**
- **Email Strategy for National Grid Metering Business**

National Grid Metering currently uses multiple Boxes for the communication with Gas Suppliers Service Providers and Internal users and has requirement to combine those Boxes into a single Email group and the specific emails should be moved automatically to concerned folders with all automations being respected by leveraging Salesforce for managing the email communications and triage process.

- **GINIUS: The Grain Inventory and Nomination Interface using Salesforce.**

This is the replacement for the GIN system and will be built on Salesforce platform to leverage the latest web technologies to provide a secure and mobile friendly engagement for GLNGs customers.

- **SFDC Experience cloud for FFA (Field Force App) users.**

This is the replacement for the FFA portal being used in salesforce but due to user experience perspective it gets moved to experience cloud.

- **Salesforce Org Remediation.**

Remediated the existing unused components from National Grid specific salesforce apps.

## **SF TECHNO-FUNCTIONAL CONSULTANT (BA)**

03/2021 to 10/2022

### **IBM | Gurgaon, India**

- Collaborate with management or users to develop strategies and to integrate these strategies with application development
- Led projects and analyzed data to identify opportunities for improvement
- Handled SFDC Administrative tasks & proficient in creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows,
- Validation rules, Reports, Dashboards, Tasks and actions
- Worked on Business requirements analysis, solution design in SFDC &

Analyzing existing systems used by organizations

- Perform application tests according to planned schedules, or after any application or product revisions
- **Project: -**
- **Tiffany E-comm ->**
- Tiffany & Co (TCO) CRM is a new Salesforce Service Cloud implementation that will be supporting the bold Landmark transformation for the luxury jeweler
- It leverages the platform through a trio of custom applications (Ambassador, Ceremony and Order) developed by Tiffany
- **Tiffany Clientele:**
- A salesforce lightning application based on Sales cloud which is used to leverage the customers details such as orders, purchases etc.
- The application is integrated with so many Tiffany's legacy systems
- **Tiffany Client Care:**
- A salesforce lightning application based on Service cloud which is used to handle the customers daily cases and queries.

## **SALESFORCE BUSINESS ANALYST**

10/2019 to 03/2021

### **Cognizant | Noida, India**

- Helped clients to enrich their complete end to end SFDC implementation
- Conducted various workshops during Architecture Phase
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines
- Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies
- Mapped current business and operational processes and recommended areas for improvement
- Perform application tests according to planned schedules, or after any application or product revisions
- **Project Details: -**
- **COAST Clinical Operations Application**
- A salesforce lightning application used to conduct the trials for any drugs, medicines being introduced
- This application is built for Novartis subsidiary Sandoz Inc
- Technologies involved:
- LWC, Platform Development & Administration.

## **SALESFORCE ADMINISTRATOR/DEVELOPER**

04/2018 to 09/2019

### **Cognizant | Kolkata**

- Hands on experience in configuring and customizing the applications on Salesforce platform
- Worked into Data Migration from one Sandbox Org to another using Apex Data Loader & DataLoader.io
- Involved into Sandbox Refresh activities.

- **Project Details: -**
- **SANOFI**

One CRM application is created for Sanofi for handling their Clinical Studies.  
Technologies Involved: Salesforce Administration & Platform App Development, Veeva CRM & Vlocity.

## MAINFRAME DEVELOPER/BUSINESS ANALYST

04/2016 to 03/2018

### Cognizant | Kolkata, India

- Develop Mainframe related functionalities in Insurance domain as well as worked on enhancement of few applications
- Design and implement solutions for various modules during application development
- Prepared BRD's & FRD's as part of Mainframe Batch Automation project
- Written Technical User Stories
- Involved into validation of built functionality
- **Project: -**
- **Life Retail Insurance: -**
- AXA Belgium started an IT initiative accepted by Cognizant to perform the Application value maintenance services for the Life Retail insurance domain
- The Life retail team deals with the maintenance of life insurance policies.
- **Mainframe Batch Automation**
- This is an automation tool prepared using Angular as front-end framework and used Java in middleware to automatically submit chain of multiple mainframe jobs in one go.
- This has reduced mainframe testing effort by 72%.

## EDUCATION

### High School Diploma

Lions Public School, Delhi

### High School Diploma | Science

Tyagi Public School, Delhi

### B. TECH | Computer Science Engineering

PDMCE, Haryana

07/2015

## LICENSES & CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Business Analyst
- Salesforce Certified Service Cloud Consultant
- Salesforce AI Associate
- DAIT Certified AI Professional