**HAKIM UPADHYAY**

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**Result-oriented** individual, targeting assignments in **Salesforce & Scrum Methodology** with a leading organization of repute preferablyin **IT Industry**

**PROFILE SUMMARY**

* **Over 9 years** of experience in IT Industry along with **6+ year** work experience as a **Salesforce Business Analyst** and contributing towards to develop and deliver the better product to the market.
* **Having US B1/B2 Visa for next 6 Years.**
* **2.5 Years work experience in ServiceMax**.(3rd Party Software)
* **Having** Certification **in Salesforce.com Administrator (ADM-201),** **Salesforce Platform AppBuilder.**
* Certification in **Scrum Master.**
* **Planning for next 2 more certification in next month.**
* **Handling multiple project and multiple team (at least 15 members) at a time.**
* **Involved in recruitment process of Salesforce Admin, Developer, Business Analyst, Test Engineer, Architect for On-Shore and Off-Shore Teams.**
* **Have working experience on Salesforce Configuration i.e. Profile, Permission set, Role, Workflow, Approval Process, Process Builder, Reports and Dashboards etc.**
* **Have a strong Analytical and investigation skills**
* **Hands on knowledge of Salesforce data management, process modelling & system configuration**
* **Having experience ServiceMax Configuration i.e. Creation of FSE, Dispatcher, Dispatch Console, Service Team, Territory Management etc.**
* **Having Experience in Salesforce CPQ.**
* **Experience in performing Gap Analysis, identify deficiencies in current system and suggest enhancement in proposed system.**
* **Expert in Preparing of Mock-up Diagram and Data Flow Diagram.**
* **Provided 24\*7 support to the clients during Go Live phase and make** sure there should not be any discrepancies between the user.
* Managing implementation and configuration status of the projects and deliver the same to the customer on time.
* Submitting Daily Status report to the client and handover all open and critical issues to the next teams.
* Coming up with new innovative ideas and solutions for support methodology and try make each and every task easier for team as well as company.
* Experience in solving complex problems, team coordination and motivation skills as well as the ability to communicate successfully across cultural barriers
* Experience of working with a diverse set of clients in different industries
* Experience in evaluating multiple product vendors for solutioning a business problem.
* In-depth knowledge of market requirements, regulations and client types in markets.
* Good data management skill to organize databases and extract relevant information efficiently. Assist with triage, diagnosis, and resolution of issues discovered
* Drive best practices throughout our software development process that will improve overall software reliability while minimizing overhead on development efforts
* Experience in understanding and documenting requirements for complex and highly technical development projects.
* Strong problem-solving skills paired with the ability to develop creative and efficient solutions
* Ability to multitask across multiple projects or accounts simultaneously in a globally distributed delivery setup
* Prepared Approach Notes, Test Cases, Release Notes and High-Level Documentation for functional knowledge transfers to configuration team & business users.
* Proficient in the concepts of CRM with hands-on experience with Salesforce.com.
* Expertise in handling activities pertaining to **Scrum Methodology like sprint planning, review and retrospective**
* Possess sound knowledge of extensive Agile process in Scrum Model with Scaled Agile Framework
* In-depth knowledge of all **phases of SDLC, STLC & defect management tools, adept at** preparing **Test Plans, Bug Reports and Test Execution Reports**
* An effective communicator with relationship management skills with the capability to relate to people at any level of business and management

**SKILL SET**

~ Salesforce Admin ~ Test Planning ~ Requirement Analysis

~ Quality Assurance ~ Scrum Methodology ~ Software Testing

~ Relationship Management ~ Reporting & Documentation ~ Team Management

**ORGANIZATIONAL EXPERIENCE**

**Since Jan’19 Zensar Technology**

**Growth Path**  Jan 19 (Business Consultant)

**Apr’17-Jan 19 Wipro Technology**

**Growth Path** April 17 to till Jan 19 (Consultant)

**Jan 17- Apr17 Hewelett Packard Enterprises**

**Growth Path** SVC Info Developer II

**Since Oct’11 InTimeTec Visionsoft Private Limited, Jaipur**

**Growth Path**

April 16 to Jan 17Technical Lead

Nov’12-Mar 16 Senior Software Engineer (QA)

Oct’11- Oct’12 Software Engineer (QA)

**Key Result Areas:**

* Working as a **Salesforce Techno functional Lead/Salesforce Business Analyst** and having working experience in Salesforce configuration part like **creation of Profile, Page Layout, Role and Permission Set, Workflow and Approval Process, Process Builder etc.**
* **Handling multiple project and multiple team( at least 15 members) at a time.**
* Facilitating **Scrum ceremonies** like daily stand-ups, grooming sessions, sprint planning meetings, retrospectives and management reviews, Software Engineering Process Group (SEPG) discussions, quality and process trainings to achieve the sprint goals.
* Liaising with product owners/business analysts for outlining the scope of requirements
* Assigning the tasks to team members, reviewing their test scripts and setting up defects meeting with clients
* Conducting software functional and regression tests, logging defects, assisting various departments in problem diagnosis, reporting problem status and tracking problems till conclusion
* Organising daily defect resolution status calls to discuss defects in **Bugzilla, Zephyr, JIRA, TFS** with vendors, project management and users
* Generating daily status & defects reports for ensuring data integrity and validating the inserted and updated data
* Ensuring the **sprint deliverable** releases on schedule using **risk analysis and defect containment practices**, test automation, and continuous improvement initiatives
* Collaborating with architects for architecture backlog management, prototypes and technical grooming
* Working closely with the program management and development teams for ensuring that appropriate **quality metrics and goals are define**d and tracked throughout the project lifecycle
* Preparing and delivering status reports to clients on projects in process
* Functioning on JIRA, capturing the requirements of releases
* Developing validation rules, workflow and approval processes for new tasks, field updates, and email generation according to application requirements

**ACADEMIC DETAILS**

* Bachelors of Engineering in Electronics & Communication from Sri Balaji Engineering College, Rajasthan University, Jaipur in 2006
* 12th from Ramanand Senior Secondary School, Rajasthan Board, Kota in 2000
* 10th from Bal Vidyalaya, Rajasthan Board, Kota in 1998

**CERTIFICATIONS**

* Scrum Master by Scrum Alliance
* Had Salesforce.com Administrator (ADM-201) Spring 16 , Salesforce Platform App Builder

**MAJOR PROJECTS**

**Client:** Beckman Coulter, USA

Description: Beckman Coulter is the biggest name in the Life Science and Diagnostic Industry. We are using Salesforce as a CRM there and his is used for case management and remote service.

Role: Working as a Salesforce Business Analyst and handling internal team and client as well. Working on Customer Handling, Team Handling (Multiple Teams at a time), Escalation Process, Maintaining the KPIs.

**Client:** Philips Healthcare, Netherlands

Description: Philips Healthcare is the brand name in the healthcare domain and I am working OneEMS project here. This is used for case management and remote service. We are handling the case service from Salesforce, Portal and by Interactive Intelligence.

Role: This is Servicemax Community Portal and I am working as a Salesforce Business Analyst and guiding the internal team and client as well. Working on Customer Handling, Team Handling, Escalation Process, Maintaining the KPIs

**Client:** **Balsam Brands, USA**

Description: Balsam Brands is a multi-brand E-commerce retailer and uses Salesforce as a technology for end-to-end delivery process.

Role: Performed as a Salesforce Business Analyst and was involved end to end deliverables to the client.

**Client:** **CradlePoint, USA**

Description: CradlePoint facilitates deal registrations which are created in partner portal, opportunities, accounts, product and Service requests, knowledge articles objects.

Role: Performed as a Scrum Master, Salesforce Product Owner & Senior Quality Assurance managing as deal cases and entitlement modules.

**Product**: **INTIME CRM**

Description: INTIME CRM caters to the customer’s need of creating a quote, selling a product, managing inventory and keeping a track of customer relationships.

Role: Emerged as a Scrum Master & Business Analyst for offering the qualitative solutions.

**Project**: **Cougar Mountain, USA**

Description: **Cougar Mountain** provides high-valued integrated accounting software applications for retail, wholesale, non-profit, and service-based businesses combined with excellent services and customized solutions.

Role: Worked as a Senior Quality Assurance Engineer.

**Project**: **Fling Flyer, USA**

Description: Fling Flyer is a real estate/vehicles and other classified listing creation and distribution platform.

Role: Worked as a Senior Quality Assurance Engineer.

**IT SKILLS**

Project Management Tools: JIRA, TFS, Basecamp, Dot Project

Bug Reporting Tools: Bugzilla, JIRA, TFS

Data Migration Tools: Apex Data Loader

Testing Methodologies: System, Functional, Integration, Negative and Regression

Test Management Tools: Test Link, Zephyr Community Edition and Zephyr with JIRA

**PERSONAL DETAILS**

Date of Birth: 13th April 1983

Permanent Address: B-703, Namarata Satellite Society, Near Govind Garden Restaurant, Pune.

Languages Known: English & Hindi