VINAY A

SALESFORCE BUSINESS ANALYST

CONTACT

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TOOLS/TECH

- Postman
- Salesforce
- Rest APIs/Webhooks
- Excel
- Power Point
- MySQL
- HTML5
- CSS3
- Bootstrap

CERTIFIED Administrator

SUMMARY

Self-driven and passionate customer advisor with 6 Years and 5 months of experience in the SaaS industry. Responsible to implement the optimum business solution ensuring the customer meet their ROI with increased productivity, retaining more than 80% of the clients served, And 2 Years in Webdevelopment.

KEY ACCOMPLISHMENTS

- Implemented the Salesforce CRM for one of the world's largest integrated chemical company
- Implemented Solution for one of the largest furniture manufacturer's in India.
- Worked with one of the UK's leading personal injury firms with offices throughout the UK.
- Implemented Custom CRM solution for 100+ SMB and enterprise businesses across NAM, EU, UK and MEA regions.
- Successfully handled up-gradation of Vtiger versions to existing customers (from V7 to V9).
- Worked with one of the American-based multinational digital communication technology, headquartered in California.

EXPERIENCE

Salesforce Business Analyst,

Relanto., Bengaluru | April 2023 - Till Date

- I am involved in requirement elicitation for IPP (Integrated Partner Planning)-PXP (Partner Experience Platform) project, where CRM(Customer Relationship management) is done entirely on Salesforce platform. Here we have all Customized functionalities related to the Salesforce CRM and are developed in Salesforce LWC (Lightning Web Component) and also by using Salesforce Standard Components.
- In Integrated Partner Planning we receive new requirement as well as Enhancements on the already developed features from the business.
- Converting client requirement into user stories. and maintaining product backlog.
- Collaborating with development team and explaining and assigning story to developers and capturing the story points and following up with them until the story is completed.
- Performing smoke testing and reporting bugs.
- Performing User Acceptance Testing (UAT), Stage and then involved in Production Testing.
- Once the development is completed demonstrating the same to both internal and external key stakeholders.

Cx Cloud Analyst,

CRMIT Solutions., Bengaluru | Feb 2022 - Dec 2022

- Interacting with Client, Requirement Gathering and analysis for a largest integrated Chemical Company in Saudi Arabia.
- Implemented Salesforce Web to Case functionality.
- Implemented Salesforce Case Auto Response Rules.
- Created Page Layouts and Lightning Record Pages.
- Implemented Salesforce Email to Case Functionality.
- Coordinate with sales team to develop the proposals.
- Worked on Inventory management, Stock movement, and ensuring the inventory is maintained in each warehouse.
- Collaborate with internal development team to develop the POC to demonstrate the given solution with key stakeholders and their team.

Business Analyst,

Vtiger Systems India Pvt. Ltd., Bengaluru | Jan 2017 - Feb 2022

- Serve as customer advisor and be voice of the users in the organization ensuring the clients needs are heard.
- Integrated the Power B.I and Vtiger CRM.
- Build case studies and success stories.
- Responsible to establish and nurture the relationship with client ensuring the timely renewals and explore the upsell/cross-sell opportunities.
- Uncover challenges and pain points with the existing process and tools through discovery workshop.
- Document detailed business requirement along with optimum solution.
- Gathering integration specific needs and collaborate with internal team to build integration to address the business needs.
- Collaborate with PM to address the feature gaps discovered during the implementation workshops.
- Onboarding and training of the end users.
- Documenting business specific use cases and contribute in building verticals and references for future projects.
- Collaborate with partners and address the queries from both partner and end users.
- Collaborate with partners to work with end users to ensure the customer satisfaction.

Web Developer,

Incite Digital Pvt Ltd., Bengaluru | June 2014 - 2016

- Optimizing the user experience.
- Using, HTML5, CSS3 and JavaScript to concepts to life.
- Developing and maintaining the User interface.
- Developing the Landing pages, Email Templates, and Responsive webpages.
- Worked on Bootstrap Framework.
- Following SEO best Practices.
- Fixing Bugs and testing for Usability.

EDUCATION

Computer Science and Engineering | 2009- 2013

VISVESVARAYA TECHNOLOGICAL UNIVERSITY