






Vikash Kumar


Salesforce Product Owner/Business Analyst

Personal Info

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 Bengaluru, India

 15th May 1991

Education

- **B,Tech**
National Institute of
Science & Technology,
Odisha
May 2009 - May 2013

Skills

SAFe Certified PO/PM

Salesforce Certified Business
Analyst

Salesforce Certified
Administration

Salesforce Service Cloud -
Expert

Salesforce Health Cloud -
Expert

Salesforce Community Cloud -
Expert

Omnichannel, Data Loader,
Salesforce Integration, APIs -
Expert

JIRA, Agile Accelerator, ADO,
Wireframe, VISIO - Expert

Summary

SAFe certified Product Owner & Salesforce Business Analyst - delivering from strategic inception through adoption; practicing SAFe Agile.

10 years of overall experience in various roles, with companies such as AGCO Corporation, Persistent Systems, CGI, FIS Global, and Capgemini.

Certified SAFe® 5 Product Owner/Product Manager

Salesforce Certified Administrator

Salesforce Certified Business Analyst

Experience in Salesforce Service Cloud along with CTI through Five9, Health Cloud, Salesforce Community Cloud and Commerce Cloud.

- **Salesforce Expertise:** Deep understanding of Salesforce platform capabilities, features, and best practices to effectively leverage its full potential as a product owner.
- **Business Acumen:** Strong business acumen and the ability to understand and align Salesforce solutions with business goals, processes, and objectives.
- **Product Ownership:** Proven experience in owning and managing the end-to-end product lifecycle, from gathering requirements to defining features, prioritizing backlog items, and delivering valuable solutions.
- **Agile Methodologies:** Proficiency in Agile methodologies, such as Scrum or Kanban, with the ability to effectively manage iterative and incremental product development processes.
- **Stakeholder Management:** Exceptional communication and stakeholder management skills to collaborate with cross-functional teams, gather requirements, and ensure alignment between business needs and Salesforce initiatives.
- **Analytical Thinking:** Strong analytical and problem-solving skills to assess complex business requirements, identify opportunities for improvement, and translate them into actionable Salesforce features.
- **Data-Driven Decision-Making:** Ability to leverage Salesforce reporting and analytics tools to analyze data, derive meaningful insights, and make informed decisions to drive business growth and efficiency.

- **User-Centric Approach:** A focus on understanding user needs, conducting user research, and incorporating user feedback into the product development process to deliver intuitive and user-friendly Salesforce solutions.
- **Adaptability and Learning Agility:** Willingness to stay up-to-date with the latest Salesforce releases, industry trends, and emerging technologies to continuously enhance skills and adapt to evolving business requirements.
- **Leadership and Collaboration:** Strong leadership skills to inspire and motivate cross-functional teams, foster collaboration, and drive successful Salesforce implementations through effective project management and team coordination. Experience working with Europe, USA business/stakeholders.
- Strong domain knowledge of Manufacturing, Healthcare, Banking, Pharma & E-commerce.
- Main expertise includes Salesforce Configuration, data loading, Interface Design, Solution Design, Business Analysis, Functional Application Management, Product Owner.
- Supervise a matrix team of Project Managers, Architects, Solution Managers to deliver technology projects for the assigned Brand.
- Act as the technology account executive, responsible for planning and overseeing a portfolio of technology projects from ideation to completion, including securing cross-functional alignment on project scope, benefits, cost, and timeline.

Work Experience

IT Analyst 3, AGCO Corporation

December 2022 - Present

- Conducted regular backlog grooming sessions to review and refine user stories, ensuring they were clear, concise, and aligned with business objectives.
- Collaborated closely with cross-functional teams, including sales, marketing, and customer support, to gather requirements and translate them into Salesforce features and functionalities.
- Developed and maintained the product roadmap, prioritizing and delivering key features based on business objectives and customer needs.
- Conducted regular stakeholder meetings to gather feedback, address concerns, and ensure alignment between business goals and Salesforce initiatives.
- Spearheaded the migration from legacy systems to Salesforce, overseeing data migration, user training, and change management processes to ensure a seamless transition.

- Collaborated with external vendors and consultants to evaluate and integrate third-party applications and tools, expanding the capabilities of the Salesforce ecosystem.
- Conducted thorough data analysis and reporting using Salesforce reporting tools, providing valuable insights to stakeholders and driving data-driven decision-making.
- Conducted regular user feedback sessions to identify pain points, gather enhancement requests, and prioritize system improvements to optimize user experience.

Lead Business Analyst, Persistent Systems

May 2021 - November 2022

- **Project: AbbVie: Pharmaceutical Research & Development**
- Worked in Salesforce Service and health cloud.
- During the discovery phase, I created as-is (current state) business processes flows using Swim Lanes
- and BPMN; I also created Use Cases for around 80 unique requirements. I created a proof of concept to automate some of the key use cases which was highly liked by the client.
- In the requirements phase, I worked with the users to gather requirements and exploding the Use Case Specification documents. This application will co-exist with another application in the same org in production used for dispensing Humira and conducting Insurance Benefit Verification for the patients and HCPs.
- I created as-is (current state) business processes flows using Swim Lanes and BPMN; I also created Use Cases for around 80 unique requirements. Work closely with Technical Architect, design Authority to groom user stories & collaborate with cross stream TAs to identify dependencies & risk mitigation.
- Successfully managed multiple projects simultaneously, balancing competing priorities, timelines, and resources to ensure on-time delivery and customer satisfaction.
- Conducted regular backlog grooming sessions to review and refine user stories, ensuring they were clear, concise, and aligned with business objectives.
- Collaborated with the development team to resolve any questions or ambiguities related to backlog items, ensuring clarity and understanding.
- Ensured backlog items were properly documented with acceptance criteria, user personas, and any relevant design or technical specifications.
- Proactively managed technical debt within the backlog, allocating time and resources to address necessary maintenance and refactoring tasks.
- Regularly communicated with stakeholders and end-users to provide updates on backlog progress, upcoming features, and release plans, ensuring transparency and managing expectations.

Senior Business Analyst, CGI, Pune

February 2019 - May 2021

- **Project: Michelin (Fleetscan and Dealer)**
- Working in Salesforce Service and Community cloud.
- Engage & work closely with business stakeholders to understand business requirements and convert these requirements into user stories and work on build readiness of user stories.
- Provide training in every sprint about stories to Dev, QA & support team.
- Acted as a bridge between stakeholders and the development team, ensuring clear communication and understanding of backlog items.
- Created sandboxes for Development, QA, UAT and production environments.
- Leveraged agile project management tools, such as JIRA, ADO & Agile Accelerator to track and organize backlog items, enabling transparency and easy collaboration.

Business Analyst, FIS Global Business Solutions India Pvt. Ltd., Gurugram

July 2017 - November 2018

- **Project: Banking application for Wire and ACH transactions**
- Working in Salesforce service cloud to develop banking related apps.
- Engage & work closely with business stakeholders to understand business requirements and convert these requirements into user stories and work on build readiness of user stories.
- Work closely with Technical Architect, design Authority to groom user stories & collaborate with cross stream TAs to identify dependencies & risk mitigation.
- Provide training in every sprint about stories to Dev, QA & support team.

Associate Consultant, Capgemini India Private Limited, Bengaluru

June 2013 - April 2017

- **Project: T-Mobile, Dell E-comm**
- Working in Salesforce sales and service cloud.
- Engage & work closely with business stakeholders to understand business requirements and convert these requirements into user stories and work on build readiness of user stories.
- Work closely with Technical Architect, design Authority to groom user stories & collaborate with cross stream TAs to identify dependencies & risk mitigation.