

Raghav Gupta

SALESFORCE BUSINESS ANALYST

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SUMMARY

Accomplished 5.5+ years client facing Business Analyst with a strong Salesforce delivery and consulting background in Retail and HCM domain. Adept at identifying stakeholder requirements, mapping business processes, and architecting solutions. Highly effective team leader with the ability to instill pride of ownership while adhering to project schedule and budget.

SKILLS

TOOLS: ServiceNow, JIRA, Confluence, DocuSign, OneNote, Visio, Azure DevOps, Excel, Data Loader, Workbench, MySQL workbench, Power BI

SDLC: Agile methodology, Waterfall methodology

LANGUAGES: Python, SQL

EMPLOYMENT

Ultimate Kronos Group (UKG), Business Systems Analyst, Noida, India, May 2022 – Present

- Worked closely with numerous business stakeholders across multiple departments to identify and resolve issues related to Professional Service Automation (PSA) solutions, including both Certinia FinancialForce PSA and OpenAir PSA. In depth understanding of PSA capabilities that includes resourcing, projects, milestones, tasks, invoicing, time entry and billing rules.
- Regularly collaborated with technical leads, Salesforce developers, and integration teams to analyze functional requirements. Successfully implemented custom extensions, ensuring 100% alignment with business needs.
- Configured and customized Certinia & OpenAir objects to meet business needs, including time tracking, resource management, and project accounting.
- Proficient in all stages of the software development lifecycle, placing special emphasis on adeptly gathering requirements and producing meticulous documentation to ensure clarity and consistency in salesforce implementation.
- Conducted user training sessions on the salesforce solution and provided ongoing support to Salesforce users, addressing inquiries and troubleshooting issues.
- Created and maintained audit reports and dashboards which provided actionable insights to the management, resulting in an increase in data accuracy and improvement in reporting efficiency.

Infosys Ltd, Client – Phillip Morris International, Associate Consultant, Chandigarh, India, July 2018 – May 2022

- Experience in retail client handling & coordination among the team by leading 3 salesforce admins who collectively supported access of 7000+ users in the org and handled all the configuration changes.
- Served as primary system administrator for Salesforce.com environment, covering all administrative functions including user account maintenance, reports and dashboards, object models, validation rules, custom views, data migration using data loader ensuring data integrity and accuracy.
- Automated various processes using workflows, process builder and flows, resulting in a 25% increase in workflow efficiency.
- Created Profiles, Roles and Permission Sets for the organization and setting up object-level, record level and field level security rules for the application.
- Implemented and managed data migration strategies to ensure accurate and complete data transfer during system upgrades.
- Handled P1 Major Incident Calls from Salesforce admin side and actively helped in analyzing the root cause and resolution by engaging with business stakeholders, market representatives and the concerned internal teams.

CERTIFICATIONS

- Salesforce certified Administrator (Aug 2022)
- Salesforce certified Business Analyst (Dec 2022)
- Salesforce certified Platform App Builder (June 2022)
- Salesforce certified Associate (Apr 2023)

EDUCATION

Postgraduate Certificate in Management, Business Analytics, Sept 2020 - May 2022, MIT School of Distance Education, India

Bachelor of Engineering, Computer Science, Sept 2014 - July 2018, Chitkara University, India