**PRASAD PALKAR**9975008120 / 9834825505, prasadpalkar88@gmail.com, Pune, Maharashtra - 411061

|  |  |
| --- | --- |
| Over all exp. 12+ years. Associate Business Manager/Scrum Master/Delivery Manager with over 7 years of experience in Agile environment, specializing in Business Analytics, Project Management, Salesforce, Sales Incentives. | |
| **ROFESSIONAL EXPERIENCE**  **HCL Technologies Dec 2021 – Present**   * **Associate Business Manager/Scrum Master** * Mentoring and leading **cross functional teams**, responsible for project deliverables**.** * Update relevant stakeholders on the project progress. Coach and support project team members with task that are assigned. Analyze project scope with customer interviews. * Creating and managing tickets to onboard new user in CyberArk, maintain issue tracker for CyberArk issues. * Led the company implementation and adaptation of JIRA which reduced the time to create and manage tickets by an average of 4 days. * **Enforced Kanban principles as a Scrum Master**, reducing the cycle time by 20% which increased teams throughput in less than 9 weeks. **Worked with technical leads and PMO team to provide guidance**, coaching and direction towards optimizing Agile execution methodologies. * **Utilize Agile Scrum practices and conducting the daily scrum,** identify and help **removing impediments** for the Scrum team. Planning and organizing demos(POC) and product testing. Experience with **ATDD and TDD.** * Capture, distribute and maintain **minutes of meetings**. Publish Bi-weekly review reports to stakeholders. * Identify gaps and advise on improvements. Define timeline estimates based on the requirements and in-house capability. Create and maintain comprehensive project documentation, plans and reports. * Gathering and preparing documents as an **evidence for SOC2 audit.** * Hands on experience in **Salesforce Admin (Salesforce Sales and Service Cloud).** Supporting stakeholders in Salesforce implementations. Worked on data migration from external databases to SFDC using Data Loader. * Experience in **hiring and managing** teams.   **Scorg International Ltd. - Cognizant Technology Solutions (Contractor) Jul 2021 – Dec 2021**   * **Senior Business Analyst** * **Engage stakeholders, sales operations and product management team to capture requirements** and business rules and prepare workflow diagrams. * Created **as-is and to-be flow diagrams**, swim lane diagrams solution documents, SOP. * Worked with development team to review and resolve issues and get required clarification from business team. * Translate stakeholders requirements into different tangible deliverables such as user stories, FRD, BRD, RTM, Change Request document. * **Lead a SCRUM team and 2 Business Analysts** to streamline a project in SDLC environment. * **Utilize Agile Scrum practices** to help team increase their velocity which increased the productivity and overall team satisfaction. * Gathering and preparing documents as **evidence for SOC2 audit.** * Maintained the Salesforce platform (Salesforce Sales and Service Cloud) by monitoring support tickets and user issues. Created and maintained user profiles, workflows, dashboards in Salesforce. Created custom Reports based on business need and associated to Dashboard.   **Honeywell International India Ltd. Nov 2016 – Jun 2021**   * **Program Project & Control Analyst** * **Lead a team of 5 as a Scrum Master**. * Determining and managing tasks, issues, risks and action items. Scheduling and facilitating scrum events and meetings. Monitoring progress and performance and helping teams to make improvements. * **Engage client to gather requirements**, analyze the information. * **Utilize Agile Scrum practices** and conduct **daily scrum** which increased the productivity and overall team satisfaction by 30%. * Collaborated with a team of 2 Business Analysts to work cross-functionally with software team to align with project scope. Coach and support project team members. * **Setup and Configured Sales and Service Incentives process in Salesforce and SAP**. * **Project Management Specialist (PMO)** * Being in a PMO team, built and published customized interactive **dashboards in Tableau and Salesforce**. * Engage with stakeholders to gather requirements. * Created and updated users, created custom Reports based on business need and associated to Dashboard to track pipeline/stages in Salesforce Sales and Service Cloud for management visibility. * Extract and analyze data through **SAP, Salesforce and SQL**. * Streamlined the process resulting revenue generation of $7600 and 45% increase in supported systems. * Managed and tracked the deliverables against the scope and project plan, while keeping the stakeholders up to date.   **eClerx Services Ltd. Jan 2013 – Nov 2016**   * **Senior Analyst - Team Lead** * Published and presented **Weekly, Monthly and** **Quarterly Business Review**. * **Lead a team of 10 analysts**. Served as an advisor to the team. * Maximized results by specifically applying resources in areas that capitalized on their individual strengths resulted in significant improvements in customer relationships for maintaining SLA. * **Prepared and published Resource utilization and weekly scorecard** for the team. * Successfully interpreted data to draw conclusions for managerial actions and strategy. * Created custom Reports based on business need and associated to Dashboard. * **Analyst** * Work with long-term client to continually improve Salesforce operations. * Working with management and end-users to create and manage workflow rules, data validation and flows. * Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes. * Identify and implement opportunities for user-interface improvement. * Uploading, updating data through data loader.   **IBM Daksh Oct 2012 – Jan 2013**   * **Practitioner** * Internet Troubleshooting, providing support for internet issues.   **Wipro BPO Jan 2010 – Oct 2012**   * **Senior Associate** * Order processing for telecom process: Analyze the orders using tools then process the request. * Ensure the orders are done within given time frame with a high degree of accuracy. * Manage workload within a team. To be upfront for any queries. | **TRAININGS:**  SCRUM-PSM1 training  Tableau Desktop  Salesforce Administrator  PMP  **SKILLS:**  SDLC  Salesforce Admin  Salesforce Sales Cloud  Salesforce Service Cloud  Project Management  Stakeholder Management  Time Management  People Management  Change Management  Task Management  Team Leadership  --------------------------------------------Advanced in MS Excel: PivotTables, VLOOKUP, SUMIFS, COUNTIFS, Validations, etc.  PowerPoint, Word  Basic SQL queries  **TOOLS & APPs:**  Salesforce  SAP  Tableau Desktop  JIRA and Confluence  Azure DevOps Boards  **AWARDS:**  **Bronze Certificate**  Honeywell International India Ltd.  **Silver Certificate**  Honeywell International India Ltd.  **Star performer of the year**  eClerx Services Ltd.  **Employee of the Quarter**  Wipro BPO  **EDUCATION:**  B.Sc., Computer Science  University of Mumbai, 2009 |