**Rakesh Nanda**

Mobile: +91-9538315554 / E-Mail: nanda.rakesh09@yahoo.com

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*A multi-faceted professional, skilled in blending creative intellect / insight and sharp planning skills to manage business operations & meet top / bottom-line objectives.*

**PROFILE SUMMARY**

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* Breadth of experience across **8.6 years** include **Analysing business requirement**, IT operations, Analytics, CRM, and leading cross-functional teams in organizations.

**Salesforce Admin**

**Salesforce CPQ**

**Salesforce Sales Cloud**

**Salesforce Service Cloud**

***Business Case Creation***

***Functional requirement***

***Solution design***

***BRD creation***

***Process flow design***

***Gap Analysis***

***Training***

* Executing **solution** design, Application configuration, UAT, user training, Change management, Resource planning etc.
* Ability to analyse, interpret & simplify the information along with solution recommendation with problem solving skill and roadmap planning.
* Expertise in **Sales force CPQ**, **sales cloud and service cloud**.
* Thorough understanding of all SDLC models like Waterfall, Agile etc.
* Pioneering in providing **Training** to senior management, key users, and end users.
* Proficient in exploring & improving business process through automation, resource management & process improvement, accelerating efficiency.
* Excellent presentation, client relationship management and inter-personal skills
* Salesforce Support to all global users including EMEA, APAC, EUROPE, LATAM and employees across all level of seniority.
* Good knowledge of security and Sharing rules and Securities at object, field, and record level for different users at different levels of organization.
* Created various profiles and configured Permission sets based on the Organizational hierarchy.
* Good Knowledge on Salesforce CPQ- **Quote to Cash**, Product Configuration, Discount Methods, Rules, Advanced Approval.

**ORGANISATIONAL EXPERIENCE**

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**Since Feb’20 SMEDC (Ecolab Digital Centre) – Salesforce Consultant**

**Roles and Responsibilities:**

* Build CPQ Quoting & Product configuration, pricing for Ecolab. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* The ask was to improve the user experience, simplify the quoting process and help the sales team with guided selling and product configuration.
* Presented multiple product configuration options and then build the selected configuration.
* Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Used advanced approvals to simplify approval process used currently and migrated from old standard approval logic to advanced approvals, Reduced, eliminated need of custom apex logic.
* Hands On experience in creating **Conga** Template, Associating with Adobe Esign configuration.
* Worked on CPQ Features Like: **Product Configuration, Pricing Methods, Rules, Advanced Approval, Order Management, Renewals, Amendments, Quote Templates.**

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**Oct’17: Feb’20 JK Technosoft – Salesforce Consultant**

**Roles and Responsibilities:**

* Designing, Configuring, testing, troubleshooting & debugging of applications.
* Providing post-implementation, enhancement, and maintenance support to client for application.
* Participating dynamically in team’s various phases of application development.
* **Provide Design Sessions to the Development Team and Technical guidance to management team from operational and technical perspectives.**

**Project**

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 **Client: LIBRIS – Sales Force Consultant**

* Gathered requirements and prepared business requirement documents (BRD), System Requirement Specification (SRS) by interviewing Brokers, users and SME's
* Extensively worked on salesforce CPQ areas like – Product configuration, Pricing Methods, Discounting, Rules, MDQ, POT.
* Implementation of new enhancements including creation of Custom objects, Workflow rule, Approval process, Email templates, Assignment rules and Escalation rules.
* Created custom buttons, objects, reports, dashboards, record types, report types.
* Configured 3rd party application (App Exchange) **- Dupe Catcher, Field Trip.**
* Worked with System Analysts, Application Analysts and Database administrators to ensure data efficiency and integrity
* Performed GAP Analysis to check the compatibility of the existing system infrastructure
* Hands On experience in creating **Conga** Template, Associating with Adobe Esign configuration.
* Used Middleware application **Zapier** to integrate 3rd party product like call squad.
* Used ticketing tool **Asana** to manager client CR.
* Using **Azure** to capture requirements.
* Hands on experience **in Lightning migration.**

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 **Dec’15: July’17 Tecnotree Convergence – Salesforce Consultant**

**Roles and Responsibilities:**

* Served as Salesforce.com Business Analyst and Configuration Consultant for deployment of Sales Cloud at various enterprise level clients.
* Interacting with client for **requirement gathering, system study & analysis and prepare user stories.**
* Understanding the **technical & functional specifications**.
* Handling the project in application level rather than component level or individual programming.

**Project**

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**Client: Nepal Telecom – Sales Force Consultant**

* Implemented salesforce for 450 licenses users.
* Gathered requirements and prepared business requirement documents (BRD), System Requirement Specification (SRS) by interviewing Brokers, users and SME's
* Worked with Sales Group – End Users in getting requirements.
* Customized and designed using salesforce.com in accordance with the requirements.
* Designed Proof of Concept (POC) for the client on the basis of collected requirements.
* Worked on Profiles, Roles, Public Groups, Security Settings, Assignment Rules, Approval processes, Translation Workbench, Duplicate Management etc.
* Involved in data migration of several legacy system into SFDC.
* Managed SDLC using agile methodology in well planned sprints.
* Used Web-To-Lead, Web-To-Case, Email-To-Case, Assignment Rule, Case Escalation rule, Auto-Response Rule

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**Feb’14 to Nov’15: MATRIX Cellular, Salesforce Consultant/ Administrator**

**Project**

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**Client: Matrix Salesforce Implementation: Salesforce Consultant/Administrator /Developer**

**Roles and Responsibilities:**

* Facilitate requirement gathering sessions and draft development users’ stories based on the requirement.
* Worked with business SME and technical lead to design solutions based on the stories and presented the solution to SME for acceptance.
* Draft technical task on stories and lead the development team to build application based on the development requirement.
* Owned and Lead the design and development of custom visual force pages and dashboard components.
* Created customize VF pages and used Apex Classes, Trigger, SOQL and SOSL queries etc.
* Created incentive calculation process in salesforce and presented to Management using reports and dashboard.

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**May’11-Nov’12: ICICI Bank, Corporate office Mumbai as Business Analyst**

**Roles and Responsibilities**

• Preparing MIS report for Management.

• Hands on experience in using Salesforce CRM tool.

• Helped in testing of ISENCE tool used in ICICI.

• Helped in identify Potential market and market trend.

 Managing inbound and/or outbound sales team's day to day operations

**EDUCATION**

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| --- | --- | --- | --- |
| **Year** | **Examination** | **School/Institute** | **Avg** |
| May 2009- April 2011 | MBA (PGDM) | SCMS Cochin | 7.8/10.0 |
| Aug2004-May 2008 | B.Tech (Computer Science) | CV RAMAN College of Engineering | 7.7/10.0 |

**IT SKILLS**

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* Well versed with Salesforce **–**CRM – Salesforce CPQ, Sales cloud, Service Cloud
* Expertise in APEX, Visual Force SOQL, SOSL queries, Triggers.
* Data migration, Data Loader, Workbench.
* IDE- Eclipse, ASIDE
* HTML, Dream Weaver, EXCEL, MS Office,
* Conga, Zapier, Adobe Esign

**TRAININGS / CERTIFICATIONS**

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* Salesforce Admin 201 Certified
* Salesforce Advanced Admin certified
* Salesforce App Builder Certified
* **Salesforce CPQ certified**
* Salesforce Sales Cloud Certified.
* Salesforce Service Cloud Certified.
* Salesforce Community cloud Certified
* Received the certificate of successful completion of the Business Analysis workshop at Tecnotree Group.

**PERSONAL DETAILS**

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Date of Birth: 18th Jul’1987

LinkedIn Profile: <https://www.linkedin.com/in/rakesh-nanda-33b20a80?trk=hp-identity-name>

Email: nanda.rakesh09@yahoo.com

Interest: Playing Squash, Driving, Practicing SCUBA Diving.

Present Address: A-602, EcoLife Developers, Balagere Road, Varthur, Bangalore-560087

I declare that I will be a committed hard worker with willingness to update my knowledge in tune with the latest happenings in the field of Sales Force and relative tools.

 Rakesh Nanda