DURVESH MORONEY

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Date of Birth – 26th June 1994

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**Salesforce Business Analyst For CRM/CPQ**

An accomplished software engineer specialized in customization, configuration in SFDC and has the ability to create business processes; seeking to work for a software organization where I can execute my skills and experience to develop my candidature and can benefit the concerned organization

**PROFESSIONAL PORTFOLIO**

**Technical Expertise**

* Around 4 Years of experience in IT industry includes experience in Salesforce.com CRM Platform.
* Experienced in SFDC Administrative tasks like creating profiles, roles, users, page layouts, validation rules, approvals, workflows, reports, dashboards, Deployments and basic developments..
* Skilled in generating Reports, Dashboards, customized reports and analyzing the data in SalesForce.
* Worked on Salesforce CPQ bundle/data migration using CPQ tool.
* Provide end user support and assist with best practices to enhance and increase user and frontline knowledge of SFDC.
* Good Interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies.
* Good knowledge of Copado DeveOps Tool as Administration.

**PROFESSIONAL EXPERIENCE**

**Currrent experience:**

Organization: ACI Worldwide

 Period : April 2022 to till

Designation : Business Analyst

**Past experience:**

Organization: Larsen and Toubro Infotech

 Period : March 2019 to March 2022

Designation : Business Analyst/Associate Consultant/Associate Product Owner

**Certifications:**

 Salesforce Certified Administrator (ADM 201) Id: 20768382

 Salesforce Certified CPQ Specialist Id:20940240

 Salesforce CPQ Billing Training

 Copado DeveOps Admininstrator

**TECHNICAL EXPERTISE**

CRM : Sales force CRM

Fucntional Owner : Operative , OnAir , Salesforce CPQ , LTI CPQ

Tools : Workbench, Apex DataLoader

Operating System : Windows

**Project 1: Acco Solutions Material Handling USA (Larsen and Toubro)**

Creating Proof of Concept for proposal generation process for a Global Major in lifting and material handling systems, and also implemented the CPQ for US Market.

Designation – Business Analyst / Functional Consultant

Roles & Responsibilities

* + Created quote input process for guided selling process and implemented the guided selling based on the use case.
	+ Created the User Stories and Managed the Business Operations with Project Manager
	+ Implemented new set of product rules which will set users an alert if they didn’t filled the details for Special product while configuration the products.
	+ Created custom quote templates/Email templates based on the use cases
	+ Requirement gathering sessions with business stakeholders to discuss the requirements.
	+ Worked on product rules by creating and implementing in Steelbrick cpq
	+ Created prices and injected new block price,list price for the products
	+ Experience working in Agile Methodology
	+ Daily Interaction with Business and clients on requirements analysis
	+ Involved in Lightning Migration and having experience in handling user issues post migration in admin level

**Project 2: Fox Corporation (Larsen and Toubro)**

Designation – Business Analyst/Product Owner (Salesforce CRM / Sentic Media Operative )

Roles & Responsibilities:

* + Requirement gathering sessions with business stakeholders to discuss the requirements.
	+ Configure software to match business requirements.
	+ Working as a functional consultant to understand and map the business process in SFDC CRM.
	+ Created User Stories and involved work closely with Scrum Master .
	+ As a functional team member, involved in developing the POC based on the Client Specific.
	+ Involved in Business blueprinting documentation to capture the business process mapping and gap analysis.
	+ Handle all the client integration software testing with Salesforce
	+ Handling the UAT application and UAT Feedback
	+ Full end to end functional and regression testing of Salesforce application
	+ Interaction with Development Team and Team Tester to create a proper timeline for the applications

**Project 3 : Designation – Business Analyst (CRM/CPQ) (ACI Worldwide)**

Roles & Responsibilities:

* + Requirement gathering sessions with business stakeholders to discuss the requirements.
	+ Managing and Testing the Vendor Implementation (Salesforce CPQ) with proper business process
	+ Lead Discussion with business users to elicit complete and accurate requirements
	+ Leading the team for CRM Support and handling the Salesforce Grooming call for Salesforce enhancement.
	+ Working and supporting on third party application changes in Salesforce like Marketo , Gainsight , Reference Edge application
	+ Involved in Business blueprinting documentation to capture the business process mapping and gap analysis.
	+ Working with software analysis for risk and mitigation for business process if needed any application in Salesforce

**EDUCATION DETAILS**

* Bachelor of Engineering (Electrical and Electronics Engineering) from Government College of Engineering - 2017
* Master of Business Administration in IT Systems and Operations - 2019

**DECLARATION**

I hereby declare that all the information provided in this document is true to the best of my knowledge.

Date:

Place: Pune (Durvesh Moroney)

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