



## ACHALA GORE

### SR. BUSINESS CONSULTANT

#### PROFILE

Sr Business Consultant with over 9 years of experience in digitally transforming legacy business systems to Salesforce CRM. Simply put, I learn from my clients how they do what they do today, break these complex processes, putting up precise documentation thereby simplifying for my development teams on what they have to do. I've been living & breathing Salesforce for many years now & I'm fascinated to see with every successful implementation how businesses become incrementally efficient, cost effective in their approach bringing more convenience to their workforce, in short they are future ready again! Besides work, I'm a nature lover & an avid cyclist.

#### SKILLS

##### Business Analysis



##### Requirement Gathering



##### Problem Solving



##### Salesforce Admin



##### Agile / JIRA



## WORK EXPERIENCE

### SR. BUSINESS CONSULTANT

Tech Mahindra Ltd. (Client : Telefonica Germany)

- Cross functional work with internal stakeholders, salesforce architects for aligning the product road-map
- Extensive working knowledge on customer authentication processes for different communication mediums like IVR & self care (web/app) aligning their LBP process with Salesforce and other third party vendors
- Conducted extensive workshops with key stakeholders to collect business requirements, converting them to technical stories & presenting them internally
- Active participation in pre-sales process, putting up proposals & co-creating SOWs for clients in pipeline
- Collaborate with in-house delivery teams (Dev, QA, product, account management) communicating formatted client requirements for effective internal implementation
- Exposed to the new feature sets, backlog handling & moderating the sprint using agile scrum environment

### PARTNER RELATIONSHIP MANAGER

Tech Mahindra Ltd. (Client : Three UK - Onsite)

- Negotiated cloud space commercials with Salesforce that brought savings worth £21K for my client.
- Strategised & positioned my company (Tech-M) as a premier strategic IT Partner explaining our project track record with a glimpse on some of our marquee projects
- Drove the procurement of OWN-backup tool by accomplishing its PoC
- Derived pricing structure for altered/ new service requests from the client which fell outside the purview of our contractual terms, bringing in additional £88K to the firm in revenues

### BUSINESS CONSULTANT

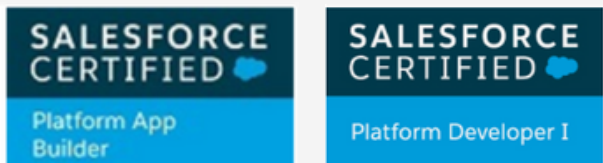
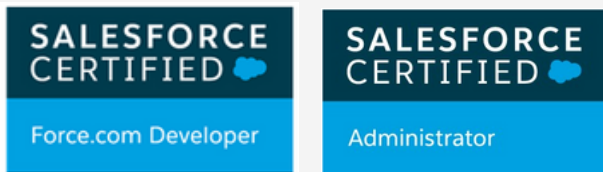
Tech Mahindra Ltd. (Client : K-COM UK - Onsite)

- Engaged in MVP consultation while structuring a few last minute inclusion & prioritisation requests from the client
- Wrote critical business requirements for expedited MVP trials followed by agile way of working
- Being part of the core team, assisted client in devising minimal feature requirements understanding their legacy system in place & it's respective limitations

## EDUCATION

Bachelor in Information  
Technology, Amity University

## TRAINING & CERTIFICATION



### Training

*Product Management 101 - Udemy*

## BUSINESS ANALYST

Tech Mahindra Ltd. (Client : Lattilecom, Latvia - Onsite)

- Key SFDC/Vlocity Consultant for major Latvian Telecom provider's digital transformation project from Siebel to Vlocity using SFDC
- Understood existing telecommunication framework, ran process workshops, business reviews, attaining final sign off's
- Defined SOWs for various functional and non-functional requirements

## BUSINESS ANALYST

Tech Mahindra Ltd. (Client : Hutchison, HongKong - Onsite)

- Studied Cx case management process at length developing a grip on all communication mediums inc. calls, mails, social media, corporate escalations, requests from outlets, etc
- Understood existing telecommunication framework, ran process workshops, business reviews, attaining final sign off's
- Wrote revised framework of escalation management

## SOFTWARE ENGINEER

WIPRO Limited

- Worked on multiple projects on Salesforce Application Support and Delivery.
- In depth knowledge of document output tools like drawloop and conga composer.
- Implementation experience on CPQ tools like Apttus and vlocity( Salesforce)
- Worked on process builder, approvals and workflows, email templates.
- Code merge for production deployment.
- Worked on BitBucket and SourceTree to check-in the components

## ASSOCIATE SOFTWARE ENGINEER

Accenture

- Developed test scenarios, test data and test scripts.
- Prioritized the requirements based on Inputs from Business Analyst. Mapped requirements with test scripts.
- Ensured test environment is ready and executed test scripts.
- Report bugs/defects in quality center and communicate to Business Analysts and developers
- Retested the test scripts when defects are fixed and followed up until the defect is closed.