**SUMMARY**

* 10+ years of experience in **Business Analysis, Requirement Gathering, Gap Analysis, Solution Design, Digital Transformation, Cloud Computing and Process Automation**.
* Experience driving enterprise level Salesforce projects using agile development methodologies
* **Excellent Salesforce implementation and platform development knowledge, Product ownership, business expertise in Marketing, Sales, Service, Finance, & Operations.**
* Experience defining system requirments identifying risks, and delivering a comprehensive solution that will enable achievement of the desired business outcomes
* Experience in building and deploying Applications using the Package Deployment Model
* Experience with design thinking, partner onboarding, sharing rules, visibility, roles,& profiles
* Experience with issue tracking and management tools JIRA, HP, & Microsoft Azure Devops.
* **Extensive experience in creating Business Requirement Document (BRD), Functional Specification Documents (FSD), gap analysis, cost benefit analysis, Project scope, estimation, planning Use Cases, Test Cases & Acceptance Critereria.**
* Experience in conducting Joint Application Development (JAD) sessions with SME’s Developers, QAs, and other stakeholders for project meetings and walkthroughs
* Experience with Microsoft Dynamics Customer Engagement Configuration, & Customization
* Expertise with Products, Pricing, Discounts, Contracts, ( CPQ)
* Expertise in Quote- to-Cash processes across Sales, Quotes, Orders, Finance & Billing System.
* Experience in QuickBooks & Business Central Accounting & ERP System
* **Experience with Microsoft Power BI Analytics Reporting and Customer Insights**
* Experience with Master Data Management system (MDM)
* Expertise in coordinating offshore onsite teams while working as onsite coordinator.
* Excellent Interpersonal, oral, and written communication skills

**EDUCATION**

Mumbai University, Mumbai, India, Diploma in Computer Engineering

Nagpur University, Nagpur, India, BS in Physics

CMS, Mumbai, India, Post Graduate Diploma in Computer Applications

**PROFESSIONAL EXPERIENCE**

**AGTEK Solution Inc, West Chester, PA**  **04/2013 – Present**

**Business Solutions Architect**

**Environment**:

Microsoft Dynamic Customer Engagement

Microsoft Dynamics Customer Insights

Microsoft Navision Business Central ERP

**Projects through AGTEK Solutions listed below:**

**Progressive Components Inc, Wauconda, IL**

**Techno Functional Analyst ( Microsoft Dynamics CE 11/2020- Present**

* Assist in development and implementation of microsoft dynamics CRM/ERP and Customer Insights .
* Design solution and documentation to meet business requirements and user stories
* Analyze business requirements and identify risk and mitigate appropriate solution.
* Collaborate with global teams, to support development tasks
* Provide industry best practices as a trusted advisor to key business and technology stakeholders and identifying areas of product growth
* Design power point presentations for both technical and non-technical audience

**ICC Logistics Inc, Hicksville, NY 04/2020 – 10/2020**

**Business Solutions Analyst (Sales, Service & Community Cloud)**

* Meeting Stakeholders and system users to gather requirements and translate them into user stories.
* Involved in Salesforce health check, enhancement and customization using (LWC) lighting web components & Salesforce development tools .
* Implemented New Lighting components, Visualforces pages custom objects, fields, workflows, reports & dashboards.
* Lighting Apps for Event Management, Project Management, Task, Activities, Product Catalog, Quotations, Proposals and Orders processing.
* Design Executive Reports & Dashboards and Inegration with Microsoft Power BI reporting
* Involved In USA testing verification & validation of the Salesforce CRM system for Sales, Service and Marketing Cloud.
* Provided end user training and support.

**PwC Global, Tampa, FL 07/2019- 03/2020**

**Sr. Technical Analyst**

**Global Salesforce Implementation (Partner Onboarding CRM & Risk Apps)**

* Assist in development and implementation of a large Salesforce implementation
* Develop solution design and technical architectures to meet the business requirements and fulfill user stories, and for leading a team of resources through the build, test, and deployment phases
* Analyze business requirements and translate them into user stories and tasks
* Collaborate with global teams, to support UX/UI engineering tasks
* Identify risks and issues early and develop mitigation strategies
* Provide industry best practices as a trusted advisor to key business and technology stakeholders and identifying areas of product growth
* Develop solution presentations for both technical and non-technical audience
* Meeting different regional groups across the global to gather requirements
* Onboarding Partner ORG, Event Management App, Client & Risk assessment App.
* Integration with Workday, SAP and Informatica master data management systems.

**Jekson Vision, Princeton, NJ    07/2018 – 06/2019**

**Business Solutions Analyst**

**Global Salesforce Implementation (Marketing, Sales, Service Cloud & Lighting CPQ)**

* Understanding the current business processes and designing the new system using salesforce sales and service cloud that integrates with the Microsoft Dynamics ERP system
* Understanding Customer experience (CX) and Use Customer Care consulting methodologies, subjective survey, customer journey mapping, KPI metrics modeling, use case design, review sales operations experience, maturity and gap analysis.
* Meeting Stakeholders, business users and product owners to define business requirements and translate them into user stories.
* Participate in Sprint Planning, develop user stories, estimate workload, demos and Retrospect
* Verification & Validation of the Salesforce CRM system workflows for Sales and marketing strategies, events, generate leads, opportunities, Task, Activities, Product Catalog, Quotations, Proposals and Orders processing.
* Verification and Validation of salesforce CPQ build using lighting web components, Product catalog, Global Pricing rules, Markups, Discount, Quotations, Orders & Proposal Template.
* Coordinate with offshore team and managers to scope projects, develop project plans, status report User Training and Go live support.

**Delaware Trust, Wilmington, DE   05/2017 – 06/2018**

**Sr. Business Analyst**

**Global Salesforce Implementation (Marketing, Sales, Service Cloud &Lighting Apps & CPQ)**

* ​​Understanding of business goals map business process and prepare system requirements. document, test plan, test cases & user stories
* Evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, and distinguish user requests underlying true needs.
* Worked with project managers to scope projects, develop project plans, and calculate risk.
* Worked on multiple applications developments simultaneously
* Worked with QAs in creating acceptance criteria, designing test cases, and validations.
* Worked on Salesforce CPQ to configuring Products, Catalogs, Price books, Discounts & Cart.
* Utilize stakeholder requirements and execute design of Salesforce CPQ to mirror sales processes, including products and respective country price book
* Generate Quote and Orders for Approval
* **Integration with Oracle Financial ERP and Informatica master data management system**

**Capital Blue Cross, Harrisburg, PA 09/2016 – 04/2017**

**Business Analyst Tester Salesforce.com**

**Migration of Oracle Seibel to Salesforce.com, Apttus CPQ**

* Meeting Stakeholders and business users/ product owners to gather requirements and translate them into user stories
* Understanding of business goals and creating requirement document and test plan.
* Involved in creating testing strategy, acceptance criteria and test cases.
* Verification of salesforce standard & custom objects page layouts, workflow rules process builders’ triggers and Apttus CPQ configuration
* Design Integration plan with different downstream system for Pricing, Billing & Accounting

**Dubai Islamic Bank Dubai UAE. 01/2016 – 08/2016**

**Business Analyst MS Dynamics CRM 2013**

**Genesys WFM Upgrade 7.0 to 8.5, IVR Customization, (VHT &TPIN/OTP)**

* Meeting Stakeholders and business users and product owners to define business requirements and translate them into user stories
* Understanding of business goals, system integration plan, and effort estimation plan.
* Responsible for Understanding Customer journey and CRM Integration
* Provided project support across cross-functional teams

**Masonic Villages and Grand Lodge of PA 07/2015 – 01/2016**

**Business Analyst Salesforce Tester**

**Migration of the legacy CRM system to Salesforce.com Sales Cloud**

* Involved in Salesforce.com setup activities, customization, and defining requirements
* Created and managed user profiles, roles and hierarchies, public groups, security controls, and record-level and field-level security
* Imported accounts and contacts through import wizard
* Performed data analysis and migrated data to Force platform using data loader
* Set up marketing campaigns, lead management, queries, and auto-response rules
* Develop and maintain custom reports and dashboards

**Family Promise, Philadelphia 10/2014 – 06/2015**

**Salesforce Business Analyst Tester**

**Implementation of Salesforce.com for Non-Profit**

* Involved in Salesforce.com setup activities, customization, and defining functional requirements
* Imported accounts and contacts through import wizard
* Performed data analysis and migrated data to Force platform using data loader
* Set up marketing campaigns, lead management, queries, assignment rules, and lead automation
* Designed and implement custom objects, page layouts, custom tabs, and components to suit the needs of the application
* Involved with business users testing and training in staging environment
* Validated page layouts, workflow rules, triggers and configurations.

**PJM Interconnections Inc., 04/2014 – 10/2014**

**Business Analyst QA Tester**

**MS Dynamics CRM migration to Salesforce.com, Account Manager, Resource Tracker, Voting, and Billing Line Item Transfer (BLIT) .**

* Meeting with business owners, system users, SMEs, and product owners, to define and document business requirements and translate them into user stories in JIRA
* Understanding of business goals, system integration architecture, plan solution architecture, and application designs
* Responsible for administration and configuration of CRM solution in test and stage environments

**QA Analyst Lead 2004- 2014**

**Legacy CRM and eServices application Systems**

**Microsoft VB, .net, Java J2ee, Oracle, SQL.**

* Meeting business owners, system users, SMEs, and product owners, to define and document business requirements and translate them into user stories in
* Waterfall and Agile Scrum methodology
* Worked with various QA team in creating Test Plan, Test Cases, and Acceptance Criteria
* Involved in UAT testing and Training