

# Anshit Agarwal

## Contact Details and email:

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<b>Organization</b>	Ultimate Kronos Group
<b>Experience</b>	Apr 2022 -Till Date
<b>Contact number</b>	08939694257
<b>Designation</b>	Senior Salesforce Business System Analyst
<b>Role Aspiration</b>	To work with an organization that provides me an opportunity to grow and to exploit my potential to excel in area of my preview so as to help the organization in the accomplishment of its goal.

## Experience Summary

- **Salesforce Business Analyst** with more than 5+ years of experience in Salesforce CRM, Administration & Configuration and 10+ years of Total experience.
- Good Knowledge of **SFDC Life-Cycle** phases and knowledge in **Scrum/Agile methodology**
- Having rich experience in Salesforce Consulting and Administrative activities and deep understanding of CRM.
- Extensive experience in working directly with the clients and end users from US and UK.
- Expertise in Risk Management, Change Management, Gap Analysis and Release Management.
- Hands on experience in configuration of Salesforce Platform including security, automation, approval processes, custom objects etc.

## SOFTWARE SKILLS SETS:

- Salesforce.com, Force.com, Salesforce Lightning, Sales Cloud, Service Cloud.
- Skilled in understanding Software Requirement Specification and identifying all possible scenarios.
- Data Loader, Workbench, Data Import Wizard, SOQL, Developer Console.

## Education

- B.Tech in Electronics & Communications, Gautam Buddh Technical University, Lucknow, India.

## **Work Experience**

### **Ultimate Kronos Group (Formerly Kronos Inc.) (Apr 2022 to Present)**

- Support the existing Salesforce Sales Cloud implementation, enhancements, and leading business strategic projects.
- Build and maintain relationships with corporate and regional stakeholders, analyzing and understanding functional requirements, process transformation, best practices, cross-functional requirements and system capabilities.
- Collaborate regularly with other cross-functional service teams.
- Support Project Managers planning, execution and management of project deliverables and risks.
- Work together with technical teams in development and integration requirements along with custom extensions or adding functionality to existing business applications when needed.
- Experience in creating business requirement documents (BRDs), FDDs, Walkthrough documents and KEDBs.
- Work closely with QA analysts and perform unit, functional, regression and user acceptance testing.
- Familiarity working with third Party vendors like D&B Hoovers, Gainsight, Qualtrics etc.
- Hands on experience and knowledge of working with Agile environment.

### **Cognizant Technology Solutions (Sep 2018 to Apr 2022)**

- Worked as a Salesforce Administrator with responsibilities including creating and updating Reports and Dashboards, Users, Roles, Profiles, Page Layouts, Workflows, Process Builders, Validation rules, Assignment rules etc. Also experience with Salesforce Lightning rollout.
- And as a Business Analyst with responsibilities including requirement elicitation from clients, requirement analysis, churning out user stories, procuring sign offs, scope prioritization, transitioning the story to development and testing teams, resolving queries and conducting UAT.
- Administered overall setup, configuration and maintenance of the Salesforce.com platform for the various divisions
- Provided end user training and technical support as needed.

### **Cognizant Technology Solutions (Feb 2014 to August 2018)**

- Worked as a dotnet developer and involved in design and coding development, Analysis and Defect Fixing
- Involved in Business Analysis of requirement with the Client and NUnit testing
- Managed the support ticketing system using service Now.

### **Interpersonal Skills and Achievements:**

- Recognized as the Critical Business Resource by Cognizant.
- Recently received Gold award for implementing Territory changes which were crucial for GTM success.
- Star Performer Award 2018,2020 recommended by BU
- Have received client appreciations as well as internal appreciations for work done, especially during critical times.
- Strengths: Good communicator, Positive and Hardworking, Instantaneous, Eager to learn new things, Flexible, leadership quality, team player, Honest and Time Management, Pro-active and Initiative
- Hobbies: Carom, listening to music, travelling.

### **Employment Experience**

- Cognizant Technology Solutions, Chennai : Feb 2014- Apr 2022
- Ultimate Kronos Group, Noida : Apr 2022- Till date

### **DECLARATION**

I am confident of my ability to work in a team. I hereby declare that the above-mentioned information is correct to best of my knowledge and I bear the responsibility for the correctness of the above-mentioned.

Anshit Agarwal