**ABHISHEK JAIN**

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**Experienced Salesforce CRM Business Analyst looking for challenging assignment, which offers a genuine opportunity for career progression.**

***BRIEF OVERVIEW*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* More than 9 years of experience in Salesforce.com (more than 5 years) and other CRM solutions including Siebel (3 years) and Huawei CRM (1 year).
* Strong business analysis and functional experience, including requirements gathering, creating/ deploying solutions to end-users.
* Solid understanding of Salesforce.com architecture and components.
* Good knowledge of Waterfall, Agile and DevOps implementation methodologies.
* Excellent skills at maintaining client relations and stakeholder management.
* Good exposure on working with cross-cultural and cross-functional teams.
* Strong team-building skills along with excellent goal tracking and report writing.
* Ability to effectively assess operational inefficiencies.
* Thorough understanding of SOQL, SOSL, Apex and Visualforce.
* Extensive experience working on Sales cloud, Service cloud and AppExchange products.
* Preparing, monitoring, and maintaining the project objectives and deliverables.
* An analytical mind with the ability to think clearly and logically.
* Ability to work accurately and pay attention to details.

***PROFESSIONAL EXPERIENCE*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***General Atlantic LLC***

*Designation : Senior Associate*

*Duration : Feb-2019 to Feb-2021*

***Roles & Responsibilities:***

* Understand business user needs and translating them into robust business requirements, identify entity relationships for configuration and development in Salesforce CRM.
* Lead technical design sessions, designing and documenting technical solutions that are aligned with the business objectives.
* Provide estimates of the level of effort to implement a solution based on business requirements.
* Rolling out new features and functions to internal customers with high attention to “landing” them effectively. High attention to measuring results to ensure that goals to improve experience and/or efficiency are met and course-correct quickly when necessary.
* Create effective mechanisms for understanding feature level opportunity size continually focusing engineering resources on the most impactful investments.
* Proactively identify and implement operational improvements, enhancements, and system customizations to address evolving business requirements.
* Be the interface between worldwide CRM team and local businesses. Participate in change management process. Drive communication efforts across relevant stakeholders.
* Closely worked with legal business team to implement Salesforce-DocuSign solution using AppExchange app to drive digital signature adoption, capture and organize legal information and generate reports on that data in Salesforce.

***Accenture Solutions Pvt. Ltd.***

*Designation : Application Development Team Lead*

*Duration : Nov-2015 to Feb-2019*

***Roles & Responsibilities:***

* Lead the team performing the Salesforce administration and Enhancement tasks in Production and sandbox environments.
* Review and analyze the effectiveness of existing CRM systems and develop strategies for improving or further leveraging systems capabilities.
* Own the realization of the KPIs through service delivery, enablement, and user adoption.
* Manage the complete lifecycle of new features from requirement gathering, planning to delivery.
* Training, Change Management, and Communication: Effectively network across the org to proactively gain insight and understanding to foster adoption of change and product usage.
* Analyze business and operational needs in conjunction with existing and new systems and products to recommend, implement and support adoption of improvements.
* Work closely with senior leadership to develop product roadmap for areas owned and prioritize features and projects based on resources and ROI impact.
* Remain abreast of regulatory changes and proactively apply changes needed to current practices.
* Establish controls to ensure stability of the platform, confidentiality, integrity, availability, content and data quality, accessibility, and consistency.
* Coordinate testing of Salesforce releases in advance of Production go live with the testing team and business stakeholders.

***Huawei Technologies Pvt. Ltd.***

*Designation : Software Engineer*

*Duration : Oct-2011 to Oct-2015*

***Roles & Responsibilities:***

* Understand the Requirements and Functional Specifications of the Project.
* Conduct meetings with Business Analysts and Solution Architects for creating better understanding of the requirements among the team.
* Derive High Level test scenarios from Functional Requirement Specification.
* Manage and track the issues through bug tracking tools until closure.
* Collect status from the team and sending Test report to Test Manager and Project Manager regularly.

***SCHOLASTICS*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **B. Tech (Applied Electronics & Communication Engineering)** from Uttar Pradesh Technical University, U.P. in 2011 with zeal to excel.

***DOMAIN KNOWLEDGE*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Private Equity Industry:** Lead Management, Opportunity Management, Account Management and Case Management.
* **Life-sciences Industry:** Account Management, Sample Management (Inventory), Service Request Management
* **Telecom Industry:** Business Support Systems including CRM, Billing (Postpaid & Prepaid Systems), Middleware, Provisioning