

Rishi Kale

Business Analyst

Contact

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Certification

- **Salesforce Administrator**
- **Salesforce Business Analyst**

Education

- **MCA – 2014 University Pune**
- **BCA – 2011 University Pune**

Relevant Skills

- Business Analyst
- Project Implementation
- Sales Cloud
- Service Cloud
- Wireframes
- Storyboard
- User Stories
- Process Flow
- SAAS Application
- Pre-Post Sales

Technical Skills

- Salesforce
- SAP
- MY SQL
- BI Analytical Tool
- Microsoft Office
- Google Workspace
- JIRA
- Draw.io

Certified Salesforce Administrator and Business Analyst with 8+ Years of Experience as a Business Analyst and Functional Consultant in CRM, ERP, OEM & Cloud SaaS Applications at the International and Domestic regions.

Bringing forth a proven track record of working collaboratively with Stakeholders to achieve goals, escalate revenue gains, and advance the sales cycle of the company by leveraging and analyzing the data. A strong leader with the ability to increase sales and develop strategies to retain customers.

Summary

- Industry Domain - Automobile, Manufacturing, Retail
- Extensive Knowledge of Salesforce.com implementation Cycle in Sales, Service Clouds.
- interacted with Various Business Team Members to gather Requirements and Documentation
- Participated in requirement gathering and JAD Session
- In Charge of Conducting the UAT, CRP with the Business Users and gathering the feedback, and providing the same to the technical Team
- Giving demonstration of Product to Stakeholders
- Strong Knowledge and experience working in Teams Implementing Agile Methodologies.
- Process Comprehensive Understanding of CRM Business processes like Campaign Management, Lead Management, Account Management, Quote to Cash, Forecasting, Dashboard and analytics
- Skilled in Customized Standard Objects Like Accounts, Contacts, Opportunities, Products, Price Books, Cases, Leads, Campaign as per the client's need
- Experience in Data Migration Using Data Loader, Import Wizard
- Developed Process enhancement through automations Workflow Process and approval process
- Experience in generating and analyzing the custom reports and dashboards for Management to provide detail information on KPI
- Experience in Salesforce Testing and Administration Spanning all facets of Package Software and application implementation.
- Created User Roles and Profile Sharing Settings
- Designed and deploy the custom tab, validation rules and auto response rules for automating the business logic
- Customized page layout for custom object and associated with them to dashboard

Experience

Dealmatrix Technology Pvt Ltd, Pune - Feb, 2023 - Present

Business Analyst / Functional Consultant

- Work with Stakeholder and end users to gather, understand, and define business requirements
- Closely Implementation of Sales and Service Cloud with the developers and responsible for getting product approval from Business Owners.
- Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients
- Work collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories
- Created Page Layouts, search layouts to organized the fields, custom links, related list and other component of record detail and edit pages.
- Implemented Pick list, dependent picklist, look up, master detail relationship, validation and formula field for custom objects.
- Working On integration part with Oracle.

- Complete the configuration for user stories within Salesforce, AppExchange products, or other cloud-based technologies
 - Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
 - Documentation – BRD,DFD,Process Flow, Screen Preparation
 - Performing UAT ,Test Cases Operations
 - Configuring the Standard and custom objects as per the requirement
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Unecops Business Solutions,Mumbai - May,2022 -Jan,2023
Solution Manager

- Hands on Experience in LWC, Sales Cloud, Service Cloud, Pardot, Schema Builder
 - Salesforce Product Demonstration to Customer as per their Business Process.
 - Work as a Business analyst also – an Interest in, and understanding of project management lifecycle.
 - Monitor and reports on client problems and issues.
 - Actively participate on a regular basis in focus groups and steering committees.
 - Coordinated meetings between IT teams, users, and Business Teams /Stakeholders
 - Mapping the Business process in the System
 - Provided pre-sales support to customers by analysing customer needs and providing solutions that meet those needs.
 - Conducted thorough needs analysis with prospective customers to determine the best solution for their business goals
 - Analyses and verifies the Reporting/BI Requirements.
 - Strong knowledge of Customer acquisition engagement and retention Strategies.
 - Managing team of High performing analysis, administrators and developer leveraging the salesforce technology to help client transform their sales, service & marketing capabilities.
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Ginni System Pvt Ltd ,Mumbai - Oct,2021 - May,2022
Functional Consultant

- Retail Domain, ERP Solutions, Supply Chain, Manufacturing cycle, POS Solutions, MPOS Solutions, Omnichannel Solutions, E-Commerce Solutions & Integrations with proven experience in sales.
- Corporate strategy and marketing: Identifying and targeting the market for our retail ERP. Creating new offerings. Creating a brand experience.
- Continuously Meeting with Business Stakeholder to align as in and to be process in the system.
- Creating the Scope of requirement ,FSD Document.
- Mapping all the business processes at the client end & preparing relevant SOW documents to get signoff for the project.
- Holding Meetings/Presentations & Product Demonstrations for CEOs, CFOs, IT Heads of the client organizations.
- Working with potential channel partners to manage & explore cross-border opportunities. Continuous Engagement with partners in all stages of the sales cycle

Sr.Business Analyst

- Deliver the ERP & CRM product demo to the client.
- Manage Projects and Create a detailed business roadmap
- Work with the team to achieve short and long-term Delivery of the Project.
- Collaborate with Project Sponsor to determine the Project Scope and define Scope of Boundaries of Reporting Documents.
- Construct workflow charts and diagrams; studying system capabilities; writing specifications
- Recommend controls by identifying problems; writing improved procedures
- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes
- Presenting Product Demo to the decision-makers of a given campaign.
- Define project requirements by identifying project milestones, phases and elements; forming project team; establishing project budget
- Participate in meetings to report business prospects and status updates to management and clients.
- Maintain contact with clients to obtain customer feedback regarding product/service quality
- Assist clients in resolving issues and complaints concerning purchased products or services
- Build and establish good work relationships with clients to facilitate increased patronage and revenue
- Monitor contract details to notify clients of pending expiration and help process renewal