



Sitipragyan Satapathy

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PROFESSIONAL SUMMARY

Having 8 + Years of rich work experience in Salesforce with 5+ years of Salesforce Business Analyst . Qualified Salesforce BA with extensive background in advanced management processes. Utilizes superior communication skills to build meaningful, trusting relationships that exceed client demands. Handling some projects as a Scrum Master also.

CORE QUALIFICATIONS

- 3+ years of experience working on SFDC configuration, customization & system operations.
- Experience in salesforce configuration like Workflows, Validation, Approval process, Custom Metadata and support operations.
- Experience in data loads using apex data loader and workbench.
- 6+ years of experience with tools such as JIRA, Confluence, Salesforce, Git Experience creating and executing unit, integration and user acceptance test plans.
- 7+ years of experience in Sales, CPQ, Experience Cloud , Community Cloud, Salesforce

EXPERIENCE

January 2022 - Current

Salesforce Senior Business Analyst Accenture | Bengaluru, India

PROJECT 1 : HITACHI ENERGY

- Understanding the goals of business & then provide support to the existing Salesforce solutions within Salesforce CPQ (and related solutions), working on production support, trouble-shooting issues and implementing small to medium enhancements, contribute to large strategic projects and/or new solutions in this space.
- Opportunity to Invoice process
- Quote-Cash , Order Management , Invoice and Billing Process.
- Build and maintain relationships with corporate and regional stakeholders, analyzing and understanding business requirements, business processes, functional requirements, cross-functional needs and system capabilities
- Employ a variety of approaches to collecting and documenting business and functional requirements.
- Building and managing project/release plans, managing risk, scheduling, estimating, and resource planning .
- Managing projects using an iterative methodology such as Agile or Scrum
- 5 + years of experience with Agile development practices. Proven leadership and motivation skills.
- Strong written and oral communication skills a must; can present formally or informally . Experience using utilizing delivery/process performance metrics,such as velocity chart, cycle time, lead time to enable and drive continuous improvement.
- Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.
- Act as a resource for colleagues with less experience, support Project Managers planning, execution and management of project deliverables and risks
- Work closely with QA analysts and may perform functional, regression, unit, functional and user acceptance testing.
- Lead Management ,Lead- to- Cash, Quote-to-Cash experience, including understanding of the following topics/processes - products, pricing, discounting, quoting processes, booking, sales compensation, order acceptance, order fulfillment, service contracts, billing, amendments, renewals, etc.
- 4+ years of Salesforce.com experience, including Salesforce CPQ Sales Cloud and Service Cloud
- Good understanding of Salesforce capabilities, best practices and limitations and the ability to clearly communicate those to key stakeholders.
- To Understand business strategy and objectives by studying the business function, gathering information, and evaluating output requirements and formats. Elicits and documents functional requirements and test strategies for technical solutions to meet business needs

Shield, Service Cloud ,nCino.

- Experience doing data analysis and creating reports across multiple departments and disciplines ,Data analysis experience with Google Sheets, Excel or Tableau.
- Experience with integrating data between Salesforce and Tableau. Skills. Excellent communication and documentation skills.
- Excellent problem solving skills.
- Ability to create performance reports and visualizations for management outside of standard Salesforce reports / dashboards.
- Experience with Jira and writing stories in Gherkin format.
- Experience working with globally distributed teams.
- Experience of SDLC methodologies (Agile, SCRUM, other).
- Domain experience with Salesforce CPQ, Conga CLM/Composer, Market and partner sales applications

ADDITIONAL INFORMATION

- Expertise in Salesforce Platform like Sales, Service, Community Cloud, Experience Cloud, and CPQ (Order Management , Congo, DocuSign).
- Experience in analyzing functional requirements and translate them to test cases.
- Well, acquainted with Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
- Very Good Experience in BUGZILLA, MANTIS, JIRA & Zephyr with CONFLUENCE .
- Self-motivated individual and a good team player with good analytical skills.
- Agile and Waterfall Model

- Strong organizational, interpersonal and analytical skills with attention to detail
- Excellent communication skills, both written and verbal, capable of relaying technical information to business stakeholders and business information to technical teams
- Ability to accept and manage changing priorities and address issues quickly and professionally
- Familiarity with any of the following applications is a plus: Big Machines (Oracle CPQ Cloud), Conga, DocuSign, Order Billing , Microsoft Dynamics 365, Zuora, NetSuite.
- Elicit requirements, groom stories, document analysis, write business process descriptions, use cases, scenarios, business analysis, task, and workflow analysis
- Design and implement Salesforce solutions
- Create and maintain Salesforce documentation

PROJECT 2 : KION GROUP

- Work with the Product Owner and team members to convert product roadmap features into well-articulated product requirements/user stories
- Facilitate User Acceptance testing with the business partners as per the business requirements
- Collaborate with application developers, designers and architects to ensure a shared understanding of business model and detailed function requirements
- Assist product owner with issue management and resolution across business partner landscape
- Ability to create dashboards and reports as per the business requirements
- Efficiently manage incoming requests related to salesforce along with the product owner
- Ability to contribute to managing integrations
- Ability to draw significant insights with business/sales data available on salesforce.
- 6+ yrs of experience on Sales, Service cloud
- Basic Work knowledge in Salesforce configuration
- Work with clients and end-users to gather, understand, and define business requirements
- Collaborate with developers to test and verify that solutions will meet the business requirements.
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end-user training
- Create and maintain technical documents
- Ability to learn new systems, architectures, methodologies

May 2019 - January 2022

Salesforce Business Analyst Clarivate India Pvt Limited |
Bengaluru, India

Project 1 : LEAD to CASH and App Exchange Applications(In house Project)

- Assist in requirement gathering, defining, estimating, and shaping technical solutions using best practices
- Opportunity to Invoice process
- Quote-Cash , Lead- Cash, Lead Management, Cash Management ,Order Management, DocuSign , Pricing Rules, Workflow, Entitlement, Billing and Invoices.
- Conducted GAP Analysis and enhanced business process by integration
- Have an excellent experience of Salesforce Sales Cloud

- Lead and manage the functional designing, configuration and Quality Assurance .
- Leads functional design meetings and document functional business requirements.
- Translate functional business requirements to technical requirements.
- Work with developer and software vendors to turn specifications into solutions. Conduct gap analysis between application solution and business requirements and collaborate with developers or vendor to estimate project impact.
- Define and agree on deliverables and milestones to manage and control scope. Monitor change success and avert negative consequences.
- Communicate status and vision to project management and/or stakeholders.
- Manage deadlines and dependencies across concurrent project initiatives, and coordinate project team activities.
- 4+ years of experience working on SFDC configuration, customization & system operations.
- Experience in salesforce configuration like Workflows, Validation, Approval process, Custom Metadata and support operations.
- Experience in data loads using apex data loader and workbench.
- Create and execute unit, integration and user acceptance test plans, including use cases and test data .
- Business analysis, Requirement's elicitation, User Story Documentation, Requirements Verification/Validation, UAT Demo Support, Defect Validation.
- Works in an Agile environment and continuously reviews the business needs, refines priorities, outlines achievements and results, and finds opportunities and risks. Backlog Grooming, Prioritization discussing with product owner.
- Elicit and clearly document business and systems requirements. Ensure process, compliance adherence at all levels.
- Module: CPQ, Service-Cloud, Community Cloud, Sales Cloud, Salesforce Shield and Marketing Cloud.
- Create and maintain issue logs, meeting minutes, meeting schedules, project summaries and updates

April 2018 - February 2019

Senior Test Engineer/ Business Analyst Yethi Consulting Pvt Limited | Bengaluru, India

- Experience with Pharma business processes .
- Ability to get into the details of a requirement by conducting stakeholder interviews, hands on exploration of system functionality and process documentations.
- Excellent communication & stakeholder management skills, comfortable working with stakeholders across multiple time zones.
- Identify impacted modules/Features to develop test Scenarios, test cases , Test plan. Resolve issues through Debugging, Research and Investigation .
- Creating new & Innovative ways to improve applications.
- Coordination and tracking of the resolution of the defects with stakeholders / Customer (If required).
- Participation in BRD/ Functional specification walkthroughs.
- Execution of Test cases and subsequent raising of defects (where applicable).
- Actively seek improvement opportunities at all points in the process and suggest/action recommendations.
- Implementation of traceability between Test cases and requirements

November 2016 - February 2018

Test Engineer People Logic Solutions (C2H) | Bengaluru, India

- Proficient in all levels of testing including Functional testing, integration testing ,regression testing .
- Report bugs and errors to development teams .Conduct post-release/ post-implementation testing.
- Coordinating with development team members in order to understand the requirements / to resolve the issues.
- Strong process-oriented approach to ensure predictability and quality in the deliverables. Strong business understanding to visualize end to end functional flows.
- Ability to learn new business domains quickly. Analyzes new requirements, stories, scenarios, and rules to develop test plans, scenarios, test conditions, test cases, test data and expected results.
- Executing detailed test cases within a complex software environment (System, Integration, and Regression) comprising of multiple functional modules & applications to ensure an end-to-end application & transactional integrity.
- Ensure that validated deliverables meet functional, design specifications, and requirement.
- Escalate any QA issues to cross-functional teams and push for a suitable resolution in a timely manner.

EDUCATION

Master's Degree | MTech, Biomedical Engineering
NIT Rourkela, Raurkela, OR

- Academic Achievement Award : Got best paper Award at IIT Bombay (2013) INDICON (IEEE Paper).
- Qualified GATE several times with 98.5 percentile.
- Registered Several Patents to my Name.

Bachelor's Degree (B.Tech) | ECE

Biju Patnaik University of Technology, Bhubaneswar

- Academic Achievement Award : Certified as winner for athletic meet in school and college level and by participating in other activities like in Debate, Dance and Song Competition.
- Participated in Social Service Activities organized at college level by NSS.

CERTIFICATIONS

- Salesforce Admin Certified
- Salesforce Business Analyst
- Certified Scrum Master (CSM from Scrum Alliance Grp)

KEY SKILLS

- Salesforce Sales , CPQ , Service Cloud , Experience and Community Cloud
- Requirements Gathering ,Requirements Verification and Tableau
- Business Analysis, Project Coordination, Business Requirements
- Salesforce.com
- Lead-Cash, Quote-Cash, Lead Management , Case Management ,

- Order Management , CLM, Contract Life Cycle, Billing And Invoices.
- User Acceptance Testing and Functional Specifications.
 - Visualforce, Salesforce Lightning
 - Elicitation and Stakeholder Analysis
 - Quote and Context Diagrams
 - Data Loader and Validation Rules
 - Salesforce.com, Salesforce.com Administration
 - Team Management
 - Customer Relationship Management (CRM), SQL, Project Management, and Management
 - Jira, ,Confluence , Kanban and Agile Methodologies
 - Microsoft Office and Microsoft Excel
 - Communication