VINAY PAI

Lead Business Analyst

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PROFILE

Experienced Business Analyst with over eleven years of experience evaluating and improving business systems for well-known organizations. Bringing forth a proven track record of effectively researching and analyzing business processes and procedures and designing and implementing business solutions.

CERTIFICATIONS

- Salesforce Business Analyst
- Salesforce Service Cloud Consultant
- Salesforce Sales Cloud Consultant
- Salesforce Administrator
- Salesforce Advance Administrator
- Salesforce Omni Studio Consultant (CPQ)

EMPLOYMENT HISTORY

PERSISTENT SYSTEMS | FEB 2021 – TILL DATE
LEAD BUSINESS ANALYST| (Salesforce Lightning)

- Collaborated with stakeholders and project team to prioritize collected requirements.
- Conducted interviews to gather customer requirements via workshops, questionnaires, and surveys.
- Translated conceptual customer requirements into functional requirements in clear manner comprehensible to developers and project team.
- Created process models, specifications, and diagrams to provide direction to developers and project team.
- Collaborated with Salesforce system developers to groom the requirement in sprint planning calls.
- Test business applications and ensure performance is as designed and work with team members to resolve any issues.
- Reported on common sources of technical issues or questions to make recommendations to product team.
- Salesforce administrative tasks including user setup, profiles and roles, customization of objects, fields, record types, page layouts, validations, and data load activities.
- Apptus X Author - Created Proposal and Agreement templates using tool.
- Maintained sandboxes for testing and training new systems before distribution to production team.
- Support provided to Sales and Service users by resolving production cases.

HCL TECHNOLOGIES | APR 2019 – FEB 2021
LEAD CONSULTANT (Salesforce Lightning)

- Developed user stories and to-be process flows to support the design and development of Salesforce solutions.
- Work collaboratively with solution architect to design a solution that will meet a client's business requirements and fulfill user stories.
- Identified opportunities for process optimization, process redesign or development of new process/policies.
- Participated in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
- Worked closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements.
- Provided user training session on how to use Salesforce for EMEA and APAC region users.
- Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.
- Managed daily tasks and sought opportunities to go beyond requirements and support business targets.
- Managed ITAO Task (Yearly Maintenance, Version Upgrades, Certificate validation).

BMC SOFTWARE | JULY 2016 – MARCH 2019
STAFF BUSINESS PROCESS SPECIALIST (Salesforce Lightning)

- Conducted detailed analysis and evaluation of business operations and performance and gathered relevant data to help make proper decisions.
- Collaborated with managers to understand and address diverse problems, consistently improving team performance and efficiency.
- Created Business Requirement document (BRD) and Functional Requirement document.
- Worked with salesforce project development team to ensure requirements are suitably met.
- Maintained user profiles by providing them appropriate access in salesforce.
- Experience integrating with Apptus CPQ, Full Circle, Eloqua, Sales Edge, and Jive.
- Understands industry best practices in functional business areas (Marketing operations for example) to leverage business processes, driving improvements in workflow and applications.
- Collaborated with salesforce system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
- Created Data Flow diagrams and process flow diagrams to facilitate better system under-standing.
- In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the Development team.
- Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes.

SYMANTEC CORPORATION | JULY 2014 – JUNE 2016
SALESFORCE ADMINISTRATOR - ASSOCIATE SALES OPERATIONS SPECIALIST

- Worked closely with sales management to inspect sales process quality and prioritize improvements.
- Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting.
- Test business applications and ensure performance is as designed; work with team members to resolve any issues.
- Assist with the performance of business analysis in which information about business process and concerns are gathered from key internal business stakeholders.
- Daily administration and support of Salesforce.com including user setup, profiles and roles, customization of objects, fields, record types, page layouts, validations, and data load activities.
- Managed discount approval matrices (Apptus). Outstanding approvals, user account admin, territory owner updates, etc.
- Adding custom SKUs (Custom Product and Price books) for sales team.
- Trained New-Hires and sales users.
- Help to resolve issues related with integrated tools like Big Machine (BMI), DART (Dis-counting tool) and SymART (Legal Contract).

COGNIZANT TECHNOLOGY SOLUTIONS | OCT 2012 – APR 2014
SALESFORCE ADMINISTRATOR – SENIOR PROCESS EXECUTIVE VOICE

- Worked as Salesforce Administrator for all the Salesforce premium customers who enrolled for admin support.
- Connect with designated contact of the customer to understand and detail the business requirement.
- Provided support and help to organization to manage security models.
- Performed detailed analysis of business and technical requirements.
- Trained and support users on how to build reports and dashboards.
- Responsible to manage adding new users, check system permissions on users to restrict or provide data access and modify existing accounts.
- Ongoing support requests and administrative needs of users.
- Responsible for customizing and developing the custom objects, fields, page layouts, workflow, validation rules, roles, profiles, reports, and dashboards.
- Troubleshoot and provided resolution for the issues that was raised by customer.

VCUSTOMER PVT LTD | NOV 2011 – AUG 2012
TECHNICAL SUPPORT ENGINEER

- Assisting Cisco customers from North America (U.S.A & Canada) in Configuring and Troubleshooting Cisco home networking devices for setting up a home or small office network.
- Maintaining, installing, and configuring Routers, Adapters, Access Points, Gaming Adapters, Print servers, Range
- Attending customer queries over the phone and by taking remote access using the remote connection tool Cisco
- Maintaining customer details and a detail documentation of all technical issues and the troubleshooting steps in the CRM tool.

S K I L L S

- Salesforce.com
- Apptus CPQ | Apptus X Author
- Eloqua | Jive
- Microsoft Word | Excel | PowerPoint
- Agile Project Management | Business Analysis
- Rally | Jira

E D U C A T I O N

- **B.Sc**. - Chemistry - (2009 | 2012)
  Nowrosjee Wadia College, Pune University, Maharashtra, IN

- **H. S. C**. - (2008 | 2009)
  Yeshwantroa Chavan. College, Karad, Maharashtra, IN

- **S.S.C** – (2006)
  Janata Vidyalaya, Dandeli, Karnataka

D E T A I L S

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                   MH, India 411047
PASSPORT: Yes
MARITAL STATUS: Married
DATE OF BIRTH: 6 May 1989