PRATEIK SADARANGANI

101, Mangal Aadesh,

4th Lane, TPS III, **Contact Details:**

Santacruz (East), **Mobile:** +91-9820468148

Mumbai - 400055. **E-mail:** prateiks@gmail.com

**Date of Birth**: July 10, 1989

**Career Objective**

To pursue a learning and growth-oriented career that utilizes each bit of the functional and technical knowledge and contribute to the organization’s goals and objectives

**Summary**

* 8+ years of experience in the IT/ITES industry with expertise in functional consulting, pre-sales business development, business analysis, project management, stakeholder management, client services.
* Currently working as a Management Consultant at Accenture Strategy.
* 18 months of international (Melbourne, Australia) work experience with Infosys Ltd. for an Australian Telecom giant
* Worked as a Business Analyst and Functional Lead in 3 end-to-end SFDC implementations
* Experienced in customization of BMC Remedy ITSM and skilled BMC Remedy Administrator
* Strong Analytical and Reasoning skills and effective client communication skills

**Professional Experience**

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| **Organization** | **Designation** | **Duration** | **Location** |
| Accenture Strategy | Management Consultant | June 2019 to ‘Till Date’ | Mumbai, India |
|  **Roles & Responsibilities** |
| **CRM Process Blueprinting for a Qatar based air cargo firm*** Worked as CRM Process Consultant
* Conducted Day-in-life sessions to assess the As-Is sales and service process
* Facilitated workshop with all the stakeholders to understand process bottlenecks and ideate the To-Be process
* Designed functional architecture to improve data accessibility for on-field sales agents and executive-level users
* Built the To-Be process maps on Microsoft Visio

**Loan Collection call center, Loan Settlement, and agent R&R automation for an Indian Banking firm*** Worked as a Functional Lead for implementing an industry-first loan collection module on Salesforce
* Responsible for performing timely requirement gathering and grooming, conducting demo sessions with business stakeholders, and coordinating BAU development activities in the team
* Worked with the client teams to design the process for green channel and non-green channel settlement flow
* Worked closely with business teams and assisted in identifying KPI’s and calculation logic for key metrics to be tracked through Einstein dashboards
* Provided key inputs in designing a mobile browser-based application to enable distributed workforce with calling facility

**Built a CPQ Product Evaluation Framework*** Created a CPQ Vendor Evaluation Tool which provides a flexible framework to enable a comprehensive assessment of the CPQ products based on business needs and priorities
* Built a comprehensive and exhaustive questionnaire encompassing all the features of CPQ tools and integration capabilities
* Defined prebuilt scoring formulas for each product feature such that the feature score is calculated considering its business priority
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|  **Achievements** |
| * Awarded “Practice Champion” in the first year of joining the company
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| **Organization** | **Designation** | **Duration** | **Location** |
| L&T InfoTech (LTI) | Consultant | May 2017 to May 2019  | Mumbai, India |
|  **Roles & Responsibilities** |
| **CPQ Consulting and Product Evaluation for a UK based Fire and Security Solutions Major*** Worked as a CPQ functional consultant for a to provide advisory services to assist them choose a CPQ tool to be deployed over 20+ countries
* Performed As-Is process analysis for 8 countries and identified similarities and differences in the processes followed.
* Redesigned and standardized the To-Be process across geographies.
* Performed capability assessment for various market leading CPQ vendors.
* Coordinated with leading CPQ vendors (PROS, Callidus, Apttus, Experlogix) and facilitated a workshop with all the stakeholders.

**Sales Cloud Lightning & CPQ Implementation for a European Waste-Water Management Firm*** Worked as a Business Analyst and Functional consultant
* Responsible for understanding and documenting business use case, analysing the functional and non-functional requirements, reviewing test case documents, ensuring development activities are in-line with the business goals, facilitating sprint level testing and in SIT/UAT, highlighting risks in-time and coming up with mitigation strategies, and managing timely stakeholder communication.
* Realigned KPIs’ in collaboration with all business units’ sales representatives.
* Created training material and user guides to train super-users.

**Salesforce Community Cloud implementation for a NA based Automotive Batteries manufacturer*** Performed process study, gathered functional and non-functional requirements, and finalized scope for implementing community cloud.
* Streamlined warranty and return processes to reduce dependency on help desk teams.
* Ensured continuous alignment with business objectives by facilitating periodic conference room pilots

**Practice level responsibilities*** Manage and owned Salesforce RFP/RFQ/POV/POC for Sales/Service/Community/Marketing cloud implementations and ensure timely communication with key stakeholder’s viz. Delivery Managers, Account Managers and Client Partners for manufacturing, media, life science, and retail domains.
* Worked on building marketing artefacts and GTM strategies.
* Research on new market developments and assist in potential opportunities for proactive proposals within key accounts.
* Assist leadership team in client visits by furnishing suitable content & articulate win themes & value proposition.
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|  **Achievements** |
| * Awarded XoXo award for successful client pursuit amounting to >$1M in revenue
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| **Organization** | **Designation** | **Duration** | **Location** |
| BMC Software India Pvt. Ltd. | Technical Support Analyst | Feb 2015 – April 2016 | Pune, India |
|  **Roles & Responsibilities** |
| * Worked with the platform support team as a technical expert. Assisted US, Canada, Argentina based customers to install, configure and manage BMC Remedy Platform, Client tools, and data import and migration tools.
* Defined quarterly KPI targets for the team (such as CSAT, MDTC) and was responsible for achieving them.
* Ensured regular updates to BMC Knowledge Base by the team and facilitated knowledge sharing within the team.
* Acted as a single point of contact for a telecom giant in US and handled their AR server upgrade process from scratch.
* Worked on critical issues and crit-sit scenarios with R&D team and helped BMC benefit by creating customer delight.
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|  **Achievements** |
| * Awarded Star of the quarter award within 1 year of service and achieved CSAT of 98%+ for 4 consecutive quarters.
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| **Organization** | **Designation** | **Duration** | **Location** |
| Infosys Ltd.  | Technology Analyst | July 2011 - Jan 2015 | Pune, India and Melbourne, Australia |
|  **Roles & Responsibilities** |
| * Was a part of the Remedy Technical Support team and was responsible for managing the entire BMC Remedy environment and BMC Analytics Suite for an Australian Telecom giant. Managed client’s enterprise application and worked with the enterprise customers for integrating with their IT tools.
* Performed troubleshooting/bug-fixing/root, cause analysis of issues and related documentation.
* Handled the change management processes for the team and coordinated between all the stakeholders involved.
* Proposed customizations to enhance the performance and stability of the environment and performed OOM estimates for projects ranging from $20,000 AUD up to $550,000 AUD.
* Administered weekly presentation calls with Vendor and Client managers to discuss the progress on stability issues and system enhancement opportunities.
* Was in-charge of the offshore support and customization teams, managed KPI’s, and ensured SLA compliance.
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**Qualifications:**

Educational Qualifications:

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| **Qualification** | **University/Board** | **Year of Passing** | **Percentage** |
| M2 | IAE Bordeaux, France | 2017 | 15.2/20 |
| PGPM | Great Lakes Institute of Management | 2017 | 3.53 |
| B.E. | Mumbai University | Jun 2011 | 70.5% |
| H.S.C. | Maharashtra State Board | Feb 2007 | 78.33% |
| S.S.C. | Maharashtra State Board | May 2005 | 81.33% |

Technical Qualifications:

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| **Skills** | **Experience (in Years)** | **Last Worked on** |
| Salesforce CRM/CPQ | 5+ | Jan 2019 |
| BMC Remedy Administration | 4+ | Apr 2016 |
| ITIL – Incident, Problem, Change Management | 4+ | Apr 2016 |
| Microsoft Office tools | 6+ | Till date |

**Certifications and Trainings**

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|  | * Salesforce certified CPQ Specialist
* Salesforce certified Marketing Cloud Email Specialist
* Salesforce certified Administrator
* Salesforce certified Platform App Builder
* Six Sigma Green Belt Certified
* ITIL Certifications: Foundation and OSA
* Apttus CLM
* BMC Remedy 8.x certified
* Attended Kepner-Tregoe workshop for Problem solving and Decision Making
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**Projects Undertaken**

* Empirical project on “Analysis of Factors affecting adoption of Internet of Things for Smart-homes” aimed at understanding the factors (social influence, security and privacy constraints, perceived ease of use and usefulness, and energy efficiency) that would concern the Indian population to adopt IoT framework for smart homes.

**Languages Known**

* English (Read, Write and Speak) Proficiency level - High
* Hindi (Read, Write and Speak) Proficiency level - High
* Marathi (Read, Write and Speak) Proficiency level - Medium
* Sindhi (Speak) Proficiency level – Medium

**Co-curricular and Extra- curricular Activities**

* Participated in Paisa Vasool event as a co-founder of a food stall and made 100% profit in the first 3 hours of business.
* Won the inter-section badminton tournament at Great Lakes Institute of Management.
* Secured third position in BMC badminton tournament 2015
* Secured the top seed position in U-15 badminton tournaments for two consecutive years.
* Secured second position in intra-collegiate circuit design competition
* Hobbies include watching stand-up comedy, reading, playing badminton.

Prateik Sadarangani

Date: 22-Jan-2021