



# NIKHIL TENDULKAR

ANALYST  
(CPQ ADMIN/SUPPORT)

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11/05/1990

## PERSONAL PROFILE

Offering 8+ years of rich & diversified experience in Order Management, Data Analysis and reporting, Business Analyst, Quality Assurance/software testing domain. Committed to identifying and implementing continuous improvements in the process. Now seeking a new and challenging position, one which will make best use of existing skills and experience.

## SUMMARY OF SKILLS

- Order management
- Salesforce CPQ
- Contract management
- Customer Service
- Data Analysis and reporting
- Documentation
- User Acceptance Testing

## EMPLOYMENT HISTORY

CDK GLOBAL PVT. LTD (Nov'2018- May'2023)

- Salesforce admin with techno-functional experience in SFDC support, maintenance and business analytics.
- Handling the database management task which includes creating new parties and accounts for the dealerships in North America and Canada after validating through Web search/ calling them directly.
- Making changes to existing parties and accounts which are already set-up on request from sales team with approved validation.
- Assist sales team with quote, territory assignments and quota setting and adjustments.
- Participated in migration of the salesforce and building the new system into salesforce CPQ
- Worked with CPQ developer, project manager and other stakeholders to help ensure high quality and timely software delivery on project.
- Worked on native Salesforce quote to cash functionally such as Opportunities, Price rule, Orders and contracts.
- Bundles and products configuration, approval, applied discount scheduled for the required products/accounts.
- Utilized Jira, to track assigned tickets and triage the bugs for monthly product releases.
- Provided day to day end user support and assist with best practices to improve and increase Salesforces knowledge.
- Scheduled UAT sessions with end-users to ensure that the product meets their requirements and expectations. This will help identify any issues or defects that were not caught during the functional testing phase.

## PROCESS EXPERT

MAERSK GSC LTD. | 2016 - 2018

- Working as a Process Expert in DAMCO Order Management team
- Maintaining/processing sales orders for supply of goods/services before processing the final billing to the customers.
- Preparing the master data file for new customers and for new Rate of Exchange to be updated in the system.
- Maintaining database of debtors, aged invoices, reconcile and send it to the customers.
- Primarily work with Business, Implementation & Development teams and execute testing for project and developments.
- Involved in UAT and assigning issues to the concerned development team.
- Enter test cases into the system and document the results (passed or failed)
- Identify any potential quality issues per defined process and escalate potential quality issues immediately to management.
- Document Testing Results in Detail, Including Screenshots Where applicable, and ensure any issues are escalated as appropriate

## TOOLS AND PLATFORMS

- SALESFORCE (SALES CLOUD AND CPQ)
- SAP
- NETSUITE
- DATA WAREHOUSE
- CONTRACT LIFECYCLE MANAGEMENT (CLM)
- ORACLE
- DATA AUGMENTATION SYSTEM
- JIRA
- TABLEAU

## CERTIFICATES

- Diploma in Supply Chain Management
- Diploma in Customer Service
- Certified Fraud Examiner (CFE)
- Certified Salesforce Business Analyst

## EDUCATION CREDENTIALS

- Bachelor of Business Administration (B.B.A), 2010
- XII, 2007
- X, 2005

## SR. EXECUTIVE

INFOSYS BPM LTD. | 2015 - 2016

- Responsible for processing the Fax orders, Email orders, POD, Sales returns (RMA), Invoice requests, Quote requests and Price adjustments.
- Responsible for tracking and managing the daily queues against the forecasted volume allocation.
- Allocating work to the team, filling up process log and preparing monthly files.
- Responsible for providing floor support and assistance on high volumes and sometimes handling escalations from customers.
- Customer interaction: Interaction with customer on emails regarding their issues.
- Cross skilled on other queues to take care of the any unexpected hike in the volume.
- Daily reporting to the client regarding the volume status.

## Senior Associate

STATE STREET SYNTEL SERVICE PVT. LTD. | 2010 - 2015

- Contributed significantly in a data augmentation process under Performance and Compliance Vertical. Managed client's data and classified all details as per the requirements of compliance regulations.
- Instrumental in the data analysis of client's information and their requirement from various sources before uploading the same into database.
- Managed large datasets wherein worked on import formatting, data sorting and cleansing as per the requirements.
- Analyzed daily data feeds received from all entities against the reporting requirements Communicated with internal business units, and addressed client information requests.
- Ensured the data received from businesses were complying correctly with the Bloomberg data and resolved them if the data was incomplete.