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| **Gaurav Kumar**  **EXECUTIVE SUMMARY**  Currently working as **Business Analyst in Salesforce** implementation project for very big event Management Company who operate their business across the globe. Worked on CRM implementations with maximum exposure in Analysis, Design, Development and Integration that includes data migration, Conversion from Classic to Lightning as well as custom Sales cloud implementation project by using **Salesforce** as CRM tool. Good communication skills, verbal as well as written coupled with exceptional **presentation skills**. An effective team player with exceptional planning and execution skills coupled with a systematic approach and quick adaptability.  **SKILLS**   * Salesforce CRM * Requirement gathering * User Story * Acceptance criteria * Communication * Documentation management (BRD, User Manual, Analysis report, Process flow diagram)   **SOFTWARES**   * JIRA * Salesforce(CRM) * MS VISIO * Balsamiq   **CERTIFICATIONS /ACHIEVEMENT**   * 126 +Badges on Trailhead * C,C++ & Basic Linux from NIIT * CSPO Certified   **CONTACT INFORMATION**   * Email: [gauravba2018@gmail.com](mailto:gauravba2018@gmail.com) * LinkedIn: <https://www.linkedin.com/in/gauravkumar8/> | **WORK HISTORY (5.8 Years Total)**   1. **Current Employer:**   Organization : **Girikon Solutions Pvt Ltd.**  Working period : April 2018 – Present.  Department : Operation  Role : Business Analyst (Salesforce)  Involved into Discovery phase, project implementation, demonstration and documentation.   1. **Previous Employer:**   Organization : **Cubewires Solutions Pvt Ltd.**  Working period : August 2016 – April 2018.  Department : Operation  Role : Business Analyst(Mobility)   1. **Previous Employer:**   Organization : **Sphinx Solutions**  Working period : Sep 2015 – August 2016.  Department : Sales  Role : Business Development Executive  Domain : Web and Mobility   1. **Previous Employer:**   Organization : Innverse Technologies  Working period : Sep 2014 – June 2015.  Department : Operation  Role : Business Analyst Trainee  **EDUCATION**  **PGDM: FINANCE**   * IIPM, New Delhi * 2012-2014   **B.Tech: INFORMATION SCIENCE & ENGINEERING**   * AMC Engineering College, Bangalore * 2008-2012   **ACCOMPLISHMENTS**   * Played basketball at district level. * Was an activity organizer of INFERNO annual program AMC ENGINEERING COLLEGE |