NAVEEN NAYAKA AN

Bengaluru · +91-7899992220

nayak.n.navin@gmail.com | https://www.linkedin.com/in/naveen-nayaka-an/

- Salesforce Consultant with expertise in Business Analysis and Solution Design for transformational CRM projects
- 10+ years of experience in IT industry delivering high quality solution across BFSI, Health Care, Communications & Media, and Oil & Gas domain
- Keen interest in Salesforce Functional Analysis across all clouds

EXPERIENCE

AUGUST 2021 – PRESENT

SENIOR CONSULTANT, ERNST & YOUNG

- Worked as a Senior Lead Consultant for development of Salesforce based Partner Management solution for a leading Mortgage and Financial bank
- Responsible for functional and technical analysis, providing build support, leading functional testing, and offshore productivity reporting
- Well versed with salesforce configurations with hands on experience in security model setup, user setup, custom objects, and salesforce reporting
- Working closely with Product owners and Digital Mortgage Consultants with different market on requirement analysis and End to End product delivery

MARCH 2020 – AUGUST 2021

Apttus/ Conga Functional TEAM LEAD, MINDTREE – ROYAL PHILIPS – M2O NPI2CASH

- End-to-End Functional testing in Apttus proposal Management and CLM
- Gathered requirements from the product owner and Test case authoring, Execution in SIT and UAT
- Verification and validation of Customer facing document
- Configuring Product based on customer Requirement for CFD Generation for 7 Markets
- Guiding the team with the Product Setup (Bundle, Options, Options Group, Attribute, and Constraint Rules) as per the client's requirement
- Closely working with the BA during technical reviews to finalize efforts estimates for User stories
- Identifying RT scenarios and creating RT suite in Azure
- E2E testing flow in CPQ
- OQ Scripting and Execution in Val Genesis Tool
- Script review with Validation engineer
- Strong understanding of Sales Cloud, Service Cloud, Community Cloud and CPQ offerings

OCTOBER 2019 – MARCH 2020

SALESFORCE CONSULTANT, WIPRO LIMITED - ROYAL PHILIPS – M2O NPI2CASH

- Worked as Squad Lead for Customer facing document team
- Good Knowledge in Integration Testing like TIBCO, Postman, Workbench, Dell Bhoomi
- End to End Testing, regression script creation, SIT and UAT
- Worked as a Release manager and functional tester

IT ANALYST, TATA CONSULTANCY SERVICES

- Worked on Loan Origination system and underwriting application for Mortgage banking
- Responsible for gathering the requirements by coordinating with the business analysts, developers in order to better customize, and utilize the full functionality of Salesforce.com CRM solution
- Implemented L1 and L2 cases in sales portal
- Responsible for all the activities related to configuring Data loader, uploading data in CSV files into Salesforce, checking for the correctness of the data
- Efficiently worked with standard Salesforce.com objects like Accounts, Contacts
- Developed and managed complex workflows, approvals, validation rules, assignment rules
- Developed profiles, permission sets, sharing rules, custom settings
- Developed Visual Force pages and deploy the components using Copado deployment Tool
- Developing new requirements in Lightning and provided Business Demo to stakeholders
- Release schedule for entire sprint and deployed the components using Gearset and Copado Devops
- Hot Fixes in production, yearly clean-up activities
- Sandbox refresh and managing data and users

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Platform Developer 1
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified CPQ Specialist
- Salesforce Business Analyst

EDUCATION

JULY 2009 – JUNE 2012

B.E, SIR M VISVESVARAYA INSTITUTE OF TECHNOLOGY, BENGALURU

Graduate in Computer science Engineering

SKILLS

- Salesforce CRM
- Financial Cloud
- IT Business Analysis
- Agile Way of working
- Deployment Activities
- Conga CPQ CLM
- Solution Design
- Effort Estimation
- User Story Creation