



Anudesh Sachan

Salesforce Business Analyst | 1x Salesforce Certified | 2x Trailhead Super Badge

PSM certified Business Analyst with more than 4 years of exposure and experience in IT industry as business analyst, functional configurator, implementation specialist & scrum master. Solid expertise in full software life-cycle implementation, from gathering requirements, design, development (configuration and integration), development support, testing, training, production support, rollout & go- live assistance till post implementation support in Agile flavored development methodologies (Waterfall, Scrum, Agile Framework, Principles).


Excel at liaising between business and technical areas to achieve on-time, on-budget and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables.


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WORK EXPERIENCE

Business Analyst

Cloud Analogy CRM Specialist

Jul’21-Present

Tasks

- Worked for multiple clients in projects related to different technologies which includes Salesforce implementation and enhancement projects in **sales, cpq, commerce, service and community** cloud.
- Lead user requirement gathering sessions/meetings work closely with project manager, business users, cross-functional internal teams and external customers to understand user needs.
- Adept at preparing Business Requirement Documents (BRD), defining project plans, scope analysis and delivering projects/status reports.
- Accountable for new requirements, take single handed accountability for multiple projects/change requests.
- Facilitating Agile Ceremonies for the team working as a proxy scrum master.
- Breaking the requirements into JIRA epics & user stories ensuring that they have all the required details acceptance criteria, flow-diagrams, mockups etc.
- Working of Salesforce related configuration stuff in different clouds.
- Prioritizing the work in conjunction with client and Product owner.
- Working with developers, testers, UX team through the working phase of the project to immediately clarify their doubts related to the functional aspects / flow of the system.
- Creating and reviewing test cases and executing the UAT testing.
- Coordinating the preparation of manuals and training materials. Communication with Main Stakeholders, Capturing feedback.
- Manages change requests, Perform project tracking through clear and concise status reports and time management reports.

Junior Engineer (Business Analyst)

Synergiz Global Services Pvt. Ltd.

Feb’20-Jul’21

Tasks

- Built out the data and reporting infrastructure from the ground up using Tableau and SQL to provide real-time insights into the product.
- Analyzed user requirements, performed impact analysis and generated business requirements documents.
- Collaborating with stockholders to identify requirements, business needs and recommend solution to address operational constrains, gap & system architect.
- Developed Use Cases/ User Stories and help product owner prioritize and organize stories based on agreed upon criteria.
- Collaborated with the project team in solution development and implementation, presented the business solution to the client.
- Created and reviewed functional test cases and worked on testing multiple Scenarios with client during UAT.
- Responsible for communicating project status to business stakeholders and managing the changes.
- Coordination in training the business team to use and understand the features of product.
- Coordination for the development of internal project management and progress tracking software **Syntrack**.

SALESFORCE SKILLS

- Data Migration
- Product Configuration
- Lead to Quote
- Quote to cash
- Report and Dashboard
- Workflow Rules
- Validation Rule
- Lead Management
- Process Builder
- Community
- Sharing and Security Rules
- Business Manager
- Profile and Roles

SKILLS

- Project Lifecycle Management
- Business Process Improvement
- Strategic & Business Planning
- Gap Analysis
- Project Lifecycle Management
- Change Management
- Team management
- Customer Service
- Test case preparation
- Excellent communications
- Visualization & Modelling
- Risk Analysis & Decision Making
- Quality Assurance
- Business Development
- Bidding & generating sales lead
- Technical & Functional Documents Preparation

SOFTWARE SKILLS

Salesforce

MS Project

Power BI

MS Office Tools

SQL

Balsamiq

Jira

Tableau

Zapier

MS Visio

Operations & Logistics Intern (Internship)

Zomato Media Pvt Ltd.

June’19-Aug’19

Tasks

- Set up operations in new cities under C*500 launch project.
- Gathered competition intelligence (payout structure, incentives, etc. or competitors.
- Generated driver leads through field sourcing and ground activities and hiring of drivers as per the geographical requirement and merchants in the city.
- Conducting classroom training for drivers and managed a team of 30-50 drivers.
- Monitored live shipment tracking after launch in coordination with the call support team to provide resolution to critical state orders.
- Performed quality check to ensure if the driver documents uploaded on the portal are up to the standards

Business Development Intern (Internship)

Vedantu Education Technology

Mar’19-Apr’19

Tasks

- To initiate phone conversations with parents who complete the demo classes for their kids.
- Support to boost sales in coordination with marketing team.
- Intensely following up with the prospects and closing the sales within the sales cycle.
- To provide help and support to the paid and free app users related to their subject doubts and other issues.
- Diligently communicating and priming the lead through channels like email, WhatsApp, SMS, calls, etc.
- Explaining the importance of higher education and tools to students and parents.

EDUCATION

Integrated Post Graduate Program in civil & structure engineering (B. E+ M. tech)

University Institute of Technology-RGPV, Bhopal

2014-2019

80.1%

Intermediate

Central Academy Sc. Sec. School, Rewa

2013

84.00%

High School

Sadguru Public Hr. Sec. School, Chitrakoot

2011

83.66%

POSITION OF RESPONSIBILITY

- Campus Ambassador at **Abhyuday, IIT Bombay** working towards creating a sense of Social Responsibility in youth.
- Worked as a Campus representative in **Makeintern** an association which offers learning and internship opportunities.
- Representative of **I-Medita** and **IBNC India** from Madhya Pradesh region.
- Worked as student partner in **Cognizance’16 IIT Roorkee** which is Asia’s 2nd largest technical fest.
- Zonal coordinator in **Expancex’16** held in Bhopal.
- Member and Program Coordinator in various functions and events organized by **Dishanjali**, an NGO working towards the education and development for poor and needy children in Bhopal and Indore.

EXTRA CARRICULAR

- Worked as a freelancer Subject matter expert (Mathematics) with **Chegg India** and **Vedantu**.
- Course expert at **Protrainy** an e-learning start-up that offers high quality interactive classes and training programs to engineering students.
- Instructor at **Civil Guruji** for Planning & Monitoring courses.

PROFESSIONAL CERTIFICATIONS

- Salesforce Administrator
Salesforce.com
- Professional Scrum Master I
Scrum.org (The home for scrum)
- 2x Trailhead Super Badge
Trailblazer.me
- Project Management Essentials Certified
Management and Strategy Institute
- Six Sigma Yellow Belt Professional
6SIGMAstudy - The global certification

DOMAIN EXPERIENCE

Insurance

Banking

US Healthcare

Construction

LANGUAGES

English

Hindi

INTEREST

Digital Marketing

Photography

Teaching