

## Akshay Bhatia (Salesforce Consultant)

MBA – Great Lakes Institute of Management

E-Mail: Akshayb158@gmail.com

Phone: 09711073669

### Profile Summary

**5.2 years** of experience in IT sector with expertise in **Salesforce Consulting** including requirement gathering, solution designing (SDD, BRD) on various Salesforce products like Sales Cloud, Service Cloud, CPQ, Salesforce Maps, Salesforce Administration in various industries like Healthcare, Facilities Management, Finance, Entertainment, Hospitality etc.

### Certifications

Salesforce Community Cloud Consultant	Salesforce	2020
Salesforce Field Service Lightning Consultant	Salesforce	2020
Salesforce Platform App Builder	Salesforce	2020
Salesforce Maps Accreditation	Salesforce	2020
Copado Administration	Copado	2020
Salesforce Service Cloud	Salesforce	2020
Salesforce Sales Cloud	Salesforce	2019
Salesforce CPQ Specialist	Salesforce	2018
Salesforce Administrator	Salesforce	2018
NSE Certified (Fundamental Analysis, Wealth Management, Investment Analysis and Portfolio Management)	NSE	2016
Oracle SE Java 6	Oracle	2014

Click on the [link](#) to view my **Salesforce Credentials**

### Professional Experience

#### Compro Technologies Pvt. Ltd, Delhi

#### Business Analyst

Apr 2019 to present

- Worked on **Service Cloud, Sales Cloud and CPQ** on multiple projects
- Worked on **Jira** to create **project, epic, user stories, and bug tracking**
- Used **JIRA** to track the status of requirements using **Requirement Traceability Matrix**
- **Worked** on analyzing **requirement** and making the **BRD** and **SDD** to make sure that requirements are captured properly.
- Worked on **Case Management** and **Service Console** that improved the Agent Productivity and efficiency **11%** in org that contained **120 plus users**.
- Used Salesforce **Embedded Channel Menu** that included **Web chat, WhatsApp, Facebook and Call** as the channels through which the end users can interact with Salesforce Service Agents
- Worked on Successful **integration of WhatsApp and Facebook** with SFDC in order to provide Service to customers by the help of **Digital Engagement License** of Salesforce
- **Solutioned Omnichannel** as well as **Snap-Ins** to improve the agent productivity and have the issues resolved in a systematic manner
- **Solutioned Entitlements and Milestones** to help define SLAs for the agents
- Helped in the solutioning of **Knowledge** articles to serve as the base of all the documents stored in Salesforce
- Helped in solution of **CPQ module** involving the **quotes, quote lines, product options, product features** etc in an org that contained **130 plus users**.
- Configured custom solution for **Contract Amendment** in **Salesforce CPQ**.
- Solutioned the custom **Discounting process** and **Approval** levels in order to meet the client requirements.
- **Solutioned** the **Sales process** for client including **Lead Conversion process, opportunity forecasting etc.**
- **Design, develop** and **maintain** all company, team, and individual dashboard metrics. Design and develop workflow rules, validation rules, email notifications, etc.
- Provide **deployment, training, and change management** support to business users
- Troubleshoot and facilitate issue resolution by suggesting **techno-functional** workarounds
- Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes
- Validates and assesses **solution design** throughout the project with customers and prospects. Identifies problem areas and provides recommendations for future enhancements

- Elicits, analyzes and validates business, functional, and non-functional requirements

#### **Cognizant Technology Solutions, Pune**

#### **Business Analyst**

**Apr 2018 to Apr 2019**

- Worked as a Consultant in **Energy Utilities** project that involves working on a **Salesforce Service Cloud**
- Solutioned **Case Management, Omnichannel, Entitlements and Milestones**
- Helped in the installation of **Surveyforce** app exchange product that helped to capture the customer feedback for the client
- Helped in the installation of **Adoption Dashboard** App exchange product to provide the better analytical experience to the client
- Worked on analytical **Reports and Dashboards** that included **Dashboard filters** and custom report types
- Prepared detail design documents for **product development** and **change requests** covering solutions
- Lead mission-critical implementation initiatives, oversee all phases of project cycles and revision of operational procedures in accordance with new functions & requirements

#### **Computer Sciences Corporation, Noida**

#### **Business Analyst**

**Aug 2014 to Jul 2016**

- Worked on **Veeva CRM** (application built on Salesforce) covering **Pharma Industries**
- Solutioned the data model for the client that included Veeva Objects like **Veeva Accounts, Feedback, Products etc.**
- Studying information needs, conferring with users and studying systems flow, data usage, and work processes to help development team
- Understanding process requirements and providing use cases for business, functional & technical requirements

#### **Academic Qualifications**

<b>Degree</b>	<b>Year</b>	<b>Institute, University/ Board</b>	<b>% /CGPA</b>
PGDM (Finance)	2018	Great Lakes Institute of Management, Gurgaon	3.67/4
B. Tech (ECE)	2014	Bhagwan Parshuram Institute of Technology, GGSIPU	80

#### **Achievements**

- Awarded with a **Spot Award** in Computer Sciences Corporation (CSC) in 2015
- **NSE Academy Certified Market Professional (NCMP) level 1 candidate**
- Attained **1<sup>st</sup> prize in literary** and **2<sup>nd</sup> prize in artistic merit** in **NASA Space Settlement Design Contest, California, U.S.A.**
- Worked as **College President** of 'Leaders for Tomorrow' for 6 Colleges and got **Letter of Recommendation (LOR)**