

# Prateek Sharma

Salesforce Business  
Analyst

## Contact

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Hyderabad India

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## Skills

Analysis and Eliciting  
Requirements

Excellent

Requirements Writing and  
Requirements Review

Excellent

Business Case Definition

Very Good

Salesforce CRM

Very Good

Sales Cloud & Service Cloud

Excellent

Business Data Analytics

Very Good

### Professional Experience:

#### 1) CMS Energy, SMB Sales & Service:

**Role:** Salesforce.com Business Analyst

**Description:** CMS Energy's business strategy is focused primarily on its principal subsidiary, Consumers Energy, an electric and natural gas utility serving about 6.7 million of Michigan's 10 million residents. With its CMS Enterprises subsidiary, CMS Energy also is engaged in independent power generation in several states. We have provided and implemented complete CRM based business flow & solutions on salesforce.com platform. Role: Salesforce.com Business Analyst

#### Accountabilities:

- Work with clients and end users to gather, understand, and define business requirements Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients.
- Work collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories.
- Collaborate with developers to test and verify that solutions will meet the business requirements.
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.

#### 1) Johnson & Johnson, CRM Sales & Service cloud:

**Description:** J&J is an American company that develops medical devices, pharmaceuticals, and consumer packaged goods. We have provided and implemented complete CRM based business flow & solutions on salesforce.com platform.

**Role:** Salesforce.com Business Analyst

#### Accountabilities:

- Work with clients and end users to gather, understand, and define business requirements
- Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients.
- Work collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories.
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## Work History

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2018-06 -  
Current

### **Salesforce Business Analyst**

*Deitya Infotech pvt ltd, Hyderabad*

- Having overall 4+ years of IT experience, with salesforce.com Business Analyst, salesforce Administer & support analyst.
- 3+ years hands on experience as salesforce.com business analyst, will be part of a team responsible for delivering enterprise cloud technology solutions.
- 1.6+ year hands on experience as Salesforce.com CRM Administration & Salesforce Support analyst, implementation including configuration and database activities & Force.com Developer activities.
- Work with clients and end-users to gather, understand, and define business requirements.
- Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients.
- Work collaboratively with team members to design a solution that will meet a client's business requirements and fulfill user stories.
- Collaborate with developers to test and verify that solutions will meet the business requirements.
- Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
- Being an Salesforce.com Administer, worked on below areas in both Classic and Lightning Experience (LEX) and touch down both Sales and service cloud activities.
- Proficiency in SFDC Lead Management, Opportunity Management, Case Management. Experience in Sales & Service Cloud.
- User Management, Security Model, Platform Customizations, Process Automation, Domain Management, Email Management, Duplicate Management & Translation Workbench, Data Migrations and Managing Activities, Data Presentations (reports & dashboards), Deployments & Monitoring activities.

- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
- Experience in data migration using Import wizard, Apex Data Loader.
- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity. Proficiency in Managing users, Apps, Security controls, Proficiency in Domain Management, Data Management.
- Expert in Preparing Data Dictionaries, KT documents & Spreadsheets. Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
- Implemented and delivered projects under Agile Development Environment and Test Driven Environments with large and small Team Projects.

2016-12 -  
2017-09

## **Service Delivery Ambassador**

*RBL Bank, Rajasthan*

Handling branch operations- Branch operations include non-cash activities like processing Fund transfer, NEFT & RTGS, handling cheque clearing activities, etc. • Handling customer queries and processing customer requests. • Up-selling/Cross-selling- Managing client portfolio to provide customized services to the clients and increases the business through up-selling & cross-selling.

2015-02 -  
2016-09

## **Deputy Manager**

*Karvy, Hyderabad*

• Launching different campaigns, working closely with digital marketing team • Closing corporate in order to help branches in sourcing large no. of accounts • Managing 283 branches and helping them in providing leads via marketing

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## **Education**

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2008-03 -  
2010-04

## **High School Diploma**

*Ryan International School - Navi Mumbai*

2010-04 -  
2013-04

**Bachelor of Accountancy: Science And  
Commerce**

*Pillai College of Arts, Science & Commerce -  
Mumbai*

2013-06 -  
2015-06

**MBA: Marketing**

*Balaji Institute of Telecom & Management - Pune*