



AMIT KUMAR PANDA

 pandaamit0111@gmail.com

 8897676421

 Noida, IN 201305

 [Bold Profile](#)

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 [Trailblazer](#)

PROFESSIONAL SUMMARY

As an experienced Salesforce Consultant/Senior Business Analyst, I have a proven track record of driving business growth and operational efficiency through my expertise in Salesforce. With extensive experience in business analysis and consulting, I possess a deep understanding of how Salesforce can be tailored to meet unique business needs.

My collaborative approach and strong communication skills have allowed me to work closely with cross-functional teams and stakeholders to deliver successful projects. I am committed to identifying opportunities for improvement and streamlining processes to achieve optimal results.

As a certified Salesforce Consultant/Senior Business Analyst, I bring a wealth of knowledge and expertise to every project. I am dedicated to delivering results that exceed expectations and make a significant impact on the bottom line.

EDUCATION

Liverpool Business School
England • 2022

MBA: Business Analytics

Institute of Management & Technology
2021

PGDM: Management

Bhavans Vivekananda College
Hyderabad, TG • 2015

Bachelor of Science: MECs

Kendriya Vidyalaya
Berhampur • 2012

High School Diploma

SKILLS

- Salesforce Administration
- Salesforce Financial Services Cloud
- Salesforce Communication Cloud
- Business Analyst
- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce Experience Cloud
- Omnistudio
- SAS
- SAS Visual Analytics
- Excel
- Jira
- nCino
- SAS AML
- SAS Contextual Analytics

WORK HISTORY

Fiserv India Pvt. Ltd. / Infinite Computers Solutions Pvt. Ltd. - Senior Lead Business Analyst (Service Continuation)
Noida, India • 05/2020 - Current

- Working as Business Analyst for multiple salesforce projects.
- Working on Financial service cloud to build CRM system for banks.
- Working on multiple Real-time & batch integration with Salesforce for multiple core & transactional systems.
- Working on creation of different process diagrams to make sure coverage of requirements and data is 100%.
- Working as Salesforce Administrator for multiple sandboxes for SIT and UAT testing for QA.
- Working as Salesforce Admin for Clients on Production Salesforce Environment for Vendor Financing Portal built on Salesforce Experience Cloud.
- Working on creation of reports for management for internal audits and references.
- Working with clients directly on Requirement Gathering and Analysis.
- Creating user stories on Jira for requirements with proper description of what is required by business i.e., what developers need to develop and what is the acceptance criteria for that specific requirement.
- Working with the developers and QA to make them understand the Business and the technical scenario of the requirements.
- Conducting multiple meetings with team and scrum meetings.
- Generating multiple prototypes for the Experience Cloud portal to make the team understand the business workflow.
- Working on gathering requirements from clients, making user stories on Jira.
- Working with Dev and QA to make them understand what client needs and fulfill those with the user stories.
- Handling the team of 10-12 members.
- Working with the clients as a consultant on multiple Salesforce solutions and suggesting them as per the business needs.

CERTIFICATIONS

- SAS Certified Base Programmer for SAS 9. certificate number: BP068273v9
- SAS Certified Visual Business Analyst: Exploration and Visualization using SAS Visual Analytics Certificate Number: VBA000830v71
- nCino Bank operating System-Certified - nCino University
- nCino University certified - nCino Administrator
- Lean Six Sigma Green Belt Certified. Certificate Number: G201813380
- Lean Six Sigma Black Belt Certified. Certificate Number: B201910773
- Salesforce Certified Administrator. Credential ID: 22935113
- Salesforce Certified Sales Cloud Consultant. Credential ID: 2370524
- Salesforce Certified Service Cloud Consultant. Credential ID: 2512092
- Salesforce Certified Business Analyst. Credential ID: 2525369
- Salesforce Certified Advanced Administrator. Credential ID: 2682885
- Salesforce Certified Experience Cloud Consultant. Credential ID: 2682480.
- Financial Services Cloud Accredited Professional.

Xavient Software Solutions Pvt. Ltd. - Senior Software Test Engineer

Noida, India • 11/2018 - 04/2020

- Worked as a SAS AML 7.1 Subject Matter Expert.
- Worked as a SAS VA 7.3 Subject Matter Expert.
- Worked on the end-to-end testing for SAS AML 7.1.
- Worked on creation of reports for the end users based on the business requirement.
- Worked on validating the scenarios for SAS AML on SAS Case Manager, SAS Studios and SAS Case Management.
- Worked on end-to-end flow for the data flow of SAS AML Application.
- Worked on the testing for the complete life cycle for the SAS AML alerts and cases on Case manager.
- Worked on the complete data testing for the data flow for SAS AML i.e., from EDW to SAS Pre-stage, SAS Pre-stage to SAS Stage, SAS Stage to SAS Core and SAS Core to SAS VA LASR tables.
- Worked on AGP's to test the business reason of it.
- Worked on the SAR Filing for all the SAR Reports.
- Conducted regression testing, analyzed results, and submitted observations to the development team.
- Optimized test cases to maximize success of manual software testing.

Collaborate Solutions Pvt. Ltd. - Software Engineer

New Delhi, India • 12/2017 - 11/2018

- Worked as Visual Business Analyst on the client site on a Govt. Project.
- Worked with the clients directly to understand the data flow and developed the reports on the same data.
- Worked with different teams for migration of the data from different state portals, employment exchanges and MoU partners.
- Handling the production environment of SAS VA completely including the server cleanup and helping other teams with the patching activities on the servers.
- Worked on the complete end to end workflow for reporting i.e., Preparation of data, exploring the data, making reports and dashboards, and explaining the same to the clients.
- Worked as a VA admin, to create users on servers, adding permissions and assigning roles as per the request.
- Preparing ad-hoc reports as per the Govt. official needs and providing the reports on time.
- Worked on SQL Servers to extract the data as per the need of the clients.
- Worked on junk data cleanup from the servers to make the servers faster and reliable.

Cognizant Technology solutions - Programmer

Hyderabad, India • 06/2015 - 11/2017

- Worked on projects related to Data analytics and created reports and dashboard on that data.
- Developed different ways to analyze the data and the data trends for different markets using SAS Base and SAS VA.
- Worked as a Quality analyst to check the End-to-End flow of the Salesforce Application.
- Worked on the Data migration and Integrations of Salesforce

data from DB2 to Big data Hadoop layer.

- Checked the Data consistency over the UI as well as the Data base.
- Done a role of BA by understanding the requirements, working with LOB, and making sure that the team understands the requirements correctly.
- Providing KT to all the new team members on Salesforce and Data Integration and Migration rules as per the mapping document provided by LOB.
- Worked on Salesforce application i.e., nCino.
- Worked on the End-to-End flow of the credit flows. i.e., from Loan origination till Loan booking.
- Salesforce nCino Certified - Completed from nCino University to understand the flows of the application in a better and efficient way.
- Salesforce nCino Admin certified: worked on the end-to-end implementation of the integrations within nCino related to the MCA Integration, Credit Bureau Integrations etc. and done the end-to-end testing on the same.
- Understood the complete end to end Loan processing and working with nCino admin team on the betterment of the same by sharing the ideas on nCino community.
- Being the lead of the team, done a role of BA by working with the developers and the LOB's in freezing the requirements for every release.