



Sathish Sundar

Salesforce Admin | CRM Specialist
Business Analyst

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SALESFORCE CERTIFIED
Administrator

SALESFORCE CERTIFIED
Sales Cloud Consultant

SALESFORCE CERTIFIED
CPQ Specialist

SALESFORCE CERTIFIED
Einstein Analytics and Discovery Consultant

COPADO CERTIFIED
DevOps Administrator

CRM
BA
SF



10+ years of overall experience in IT and Recruitment Domain for industries like Banking, Healthcare, Telecom etc., with extensive 8+ yrs. of experience in SaaS CRM which includes 4+ yrs. of experience as CRM Business Analyst and around 2 yrs. of experience in Salesforce Business Analyst + Admin.

“Seeking for Salesforce CRM Business Analyst career”

Achievements

- **Ministry of Forensic department, Abu Dhabi** – R&D for Healthcare as Business Analyst (TAG - recruited Doctors, Scientist and niche IT skills) around 3M USD saved and awarded **“Most Valuable player 2019”**
- **Changi Airport Terminal 2, Singapore** – BA (TAG) - requirement gathering to Acquire govt tender & increased successes rate 14 % and responsible for deliverables
- **Bombardier Aviation Canada** –BA (TAG) - requirement gathering and responsible deliverables to increase 1M USD margin and awarded **“Above & Beyond FY 2015-16”**

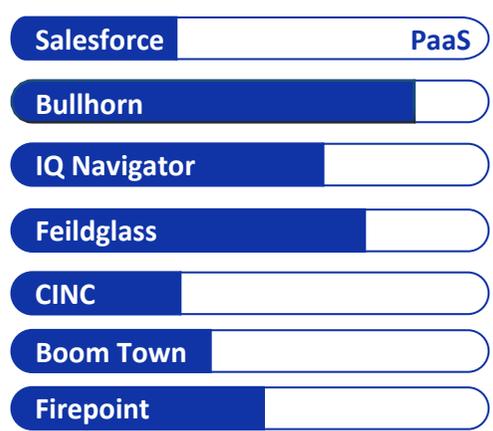
Area of Skills



Domain Expertise



SaaS CRM Skills



Global Exposer



As Business Analyst in CRM / Salesforce

I will be responsible and Associate with stakeholders and get help for product planning and execution throughout the product lifecycle, including: gathering and prioritizing product and customer requirements, defining the product vision, and working closely with the IT, sales, marketing and support departments to ensure customer satisfaction goals are met.

- Adoption of Salesforce (Planning, Building, Launch and Maintenance) for existing corporation and startup companies.
- Provided principal advice to partners and customers for their ongoing or developed system in the use of Salesforce and other CRM
- Supported Salesforce administrator activities like creating users, profiles, roles, custom objects, custom fields, data management, process automation using workflows, Approval process, creating and managing sales and support processes, customizing reports & dashboards.
- Working with stakeholders in requirement gathering by analyzing the As-Is & To- Be business processes and Documenting the requirements by conducting requirement gathering workshops for grooming and clarifying requirement by collaborating with stakeholders then prototype, track, create and update FAQs to respond to queries.
- Perform User Acceptance Testing (UAT) and validating the design solution against business requirements for the end user, provided support to end-users during implementation. Also, involved in Process and manage change requests.
- Communicated efficiently with clients across various levels at globally for business and career satisfaction.

Environment: Salesforce (PaaS) CRM, SaaS CRM, MS Office, MS Project, MS Visio, Jira , CSV Files, HTML, Scope Document, Scope creep, Traceability matrix, BRD, FR, NFR, RSA Matrix, SOW, MSA ,RFP, Scrum, Waterfall, GAP Analysis , WBS, UAT, Functional Testing etc.,

Experience

- Business Analyst at BMP Technologies, Sydney, Australia - 27th May 2019 to 5th Sep 2020
- Business Analyst at Bestinet India Pvt Ltd. Bangalore, India - 9th May 2018 to 15th Mar 2019
- Sr. Consultant at Magna InfoTech (Quess Corp) Bangalore, India - 3rd June 2015 to 6th April 2018
- Sr. Consultant at Green Mark, Singapore – 22nd July 2013 to 4th Feb 2015
- Consultant at Infinite Computer Solutions PVT ltd, Chennai, India - 8th Aug 2011 to 10th May 2013
- US Technical HR/Recruiter at Software Solution Group Pvt Ltd, Pondicherry India – 23rd Nov 2009 to 25th May 2011