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| Ashish Kumar sutarcRm fUNCTIONAL CONSULTANT & Business Analyst |
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| CONTACTPhone icon(+91) 7013522941Phone icon(+91) 9583042723Email iconaksutar08@gmail.com | **Ashish Kumar Sutar**Professional Experience – 6 years 9 MonthsRole – CRM Functional Consultant & Business Analyst Current Organization – EPAM System  |
| AspirationMeticulous Functional consultant & Business Analyst with Over 6.9 years of experience in analyzing data and integration design. Successfully responding to shifting business needs and priorities in systematic and effective way. Well-versed in implementation of operational assessments and conducting functional requirements analysis for business of all sizes. Specialist in data Integration systems and Data migration activities. I am seeking a position of work with an international Perspective and being more than of current position and want to explore more on different technology. |
| Skill Summary* Worked on Sales cloud & Service cloud.
* Lead and manage small to medium projects independently
* Participate in planning and design sessions with customers.
* Work with Business groups to gather and document business needs and processes.
* Advises customers on best practices for CRM processes, user interface and architecture.
* Develops and manages project plans that encompass the complete project life cycle (i.e. project requirements, development, quality assurance, deployment etc.)
* Creates the functional and technical specifications documentation for the project.
* Writes specifications for customizations, data migration, and system integrations
* Configure and customize the CRM system based on design specifications
* Develop test plans and scripts to conduct end-to-end testing of the application
* Determine detailed approach and timeline of projects
* Works with the cross-functional areas to secure resources and ensure resources are used effectively
* Defines roles and expectations of team members.
* Measures and monitors progress to ensure that a project is delivered on time, within budget, and meets or exceeds expectations
* Resolves issues affecting project scope, quality, effort, risk, and timeline
* Guides the project along through daily communications with the customer
* Participates in weekly status meetings (may be more) and sends status updates to the Project Manager
* Assists in conducting design review sessions with the customer to demonstrate completed work and gather adjustments and changes
* Proficient with Attachment & Notes migration process.
* Well versed with salesforce data model and data configuration.
* Functional experience on Salesforce classic and lightning application.
* Identifying the blocks/impediments upfront and do interventions (help/reprioritize/rework) so that Scrum team delivers High Value stories every sprint.
* Experience in analyzing technical and functional challenges with excellent teamwork and client facing skills.
* Provided ongoing support for IT projects to business clients to ensure successful operations.
* Salesforce data load and object level and functional level analysis.
* Proficient in data extract and data analysis with various application.
* Demonstrating domain knowledge (better understand needs & usage scenarios, Users, activity context & goals, watch strong competing products, draw inspiration from outside) in requirements detailing
* Continuous grooming of backlog items for next and future four sprints and keep it ready in accordance to Definition of Ready, along with acceptance criteria.
* Leading the demo to stakeholders and ensure all scenarios are well planned with necessary test data setup, and all in scope features are showcased without any failures or errors.
* Constantly working on the release plan and keep open communication with all stakeholders throughout the organization with realistic expected time to production.
* Voluntarily taking up the causes of delivery platform - identifying a possible high impact bug, a potential challenge for user, working on resolving the same with the help from rest of the team.
* Own UAT for all the development activities including demo, user support & feedback collection
* As the point of Contact for the feature, areas to all minds of Respond to customer queries/clarifications within the same working versatile use of appropriate DevOps, model to achieve project goals and timeline.
* Analysis of different interfaces such as Salesforce objects, fields, mappings. SAP fields.
* Familiar with salesforce inspector, Salesforce data loader, workbench, Salesforce data structure, LOV structure, data mappings, Features, Functionalities.

Career Summary* **British Petroleum (BP), Global**

Senior Functional consultant & Business Analyst

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| Location | Hyderabad, India |
| **Description** | British Petroleum is one of the leading Fuels/Lubricants dealers worldwide. To support their operations they require an application to assist the users to maintain data about their customers and sales, tracking the sales, campaigns, cases, using CTI, communicating with users directly using application to reduce the manual effort spent by the Users to maintain Customer data and relations and currently it is moving out to Salesforce application from Siebel Application. |
| **Responsibility** | * Working as a Functional consultant & Business Analyst with full integration and functional aspects for both Siebel and Salesforce application.
* Responsibility of a lead by handling four resources with two testers in the team.
* Communicating with different business orgs peoples, gathering requirements, and document technical and Functional requirements.
* Working as a Data migration specialist to migrate Siebel Application data to Salesforce Application.
* Preparing data mappings, field’s mappings by analyzing salesforce data structure and field structure.
* Finalizing with the business for data mappings with the salesforce and Siebel.
* Arranging Fit gap session with customer to understand the requirements and functionalities for all data migration and integration activities.
* Worked on SQL queries as well as SOQL salesforce queries for data analysis. Own UAT for all the development activities including demo, user support & feedback collections.
* By Using Salesforce data loader loading the data into salesforce.
* Testing on the sand box with any new changes and providing the feedback to the team.
* Extracting the data from Siebel using EIM workflow, loading, and linking the attachment in Salesforce.
* Providing the data security by provide the recordtype solution to enhance data visibility based on the different orgs.
* As the point of Contact for the feature areas to all minds of Respond to customer queries/clarifications within the same working versatile use of appropriate DevOps model to achieve project goals and timeline.
* Handling the Production Go-Live cutover activities with different integration teams and the data loading activities.
* Supporting customer with the ELS by providing the data issue support and interface issue support by coordinating various teams.
* Supporting data retrofit activity by analyzing data for various organization.
* Worked on the data entities Such as Account, Contact, Opportunity, case, task, leads, Events, Attachments and line items.
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| **Tools and Technology** | Salesforce.com, Sandbox, Siebel Application, SOQL, SQL, Siebel Tools, Service now, VSTS, SAP, UCS, Informatica DB, FSCM. |

* **Metro AG, Europe** (Jan 2019 to Feb 2020)

Functional consultant & Business Analyst

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| Location | Hyderabad, India |
| **Description** | Metro is one of the best German [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) company based in [Dusseldorf](https://en.wikipedia.org/wiki/D%C3%BCsseldorf) , which operates business membership only [cash and carry](https://en.wikipedia.org/wiki/Cash_and_carry_%28wholesale%29) stores primarily under Metro brand. It was also active in general retail business and stores. Where the users of the Metro AG using Siebel application to store the products, offers price tags, stocks and maintaining product availability. Which is looking for the Application transition to Salesforce. |
| **Responsibility** | * Worked as a Functional consultant & Business Analyst to analyze the possibilities of moving the data from Siebel Application to Salesforce Application.
* Connected with various customer to get the business requirements, gathered all the customer aspects, and need.
* Connected with Salesforce Development teams for the Customer UI designs and the fields mapping.
* Provided multiple fit gap sessions to the customer to get the clear understanding and customer needs.
* Provided demo by loading the Siebel data to Salesforce and configuring the data based on the user need.
* Documented all the technical and functional designs to align all the transitions securely from Siebel to Salesforce.
* Worked on SQL queries as well as SOQL salesforce queries for data analysis. Own UAT for all the development activities including demo, user support & feedback collections.
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| **Tools and Technology** | Salesforce.com, Sandbox, Siebel Application, SOQL, SQL, Siebel Tools. |

* **British Petroleum (BP), Global (**May 2017 to Jan 2019)

Business Analyst

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| Location | Hyderabad, India |
| **Description** | British Petroleum is one of the leading Fuels/Lubricants dealers worldwide. To support their operations they require an application to assist the users to maintain data about their customers and sales, tracking the sales, campaigns, cases, using CTI, communicating with users directly using application to reduce the manual effort spent by the Users to maintain Customer data. As the Application resides on the local server need to move out to AWS Cloud server and CTI application need to move to Genesys application to handle call and email routing with application.  |
| **Responsibility** | * Worked as Business analyst with providing L2 Application support.
* Worked on the Siebel Application AWS Cloud migration Project.
* Installed Siebel application with version 15.18 on AWS server and configured all the related setup.
* Configured batch jobs with the PowerShell scripts, batch scripts.
* Setup the application custom jobs workflow in the Siebel application.
* Worked with the Development team and the business for requirement gathering and building design for development.
* Worked on the CTI Application migration to Genesys application.
* In corporate to Siebel also worked on the Nice, NIM, Open text Application.
* Closely worked with the Interface teams such as Informatica, Genesys UCS, SAP, FSCM, CARDEX & BpPlus teams to develop and maintain the interface with the Siebel application.
* Apparently worked with salesforce team for data transition from Siebel to salesforce through the interface system.
* Provided application support by handling the tickets and user requests.
* Proactive in problem fixes at application end
* Keeping track of critical or major incident sharing RCA with customers.
* Proactive in defect fixing and application performance issue fixing.
* Provided support for AWS sever maintenance and Application monitoring.
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| **Tools and Technology** | Siebel Application, SQL, Siebel Tools, VB Scripting, remedy, Nice, NIM, Service now, CTI, Genesys UCS, Open text, SAP, Informatica DB, FSCM |

* **Ooredoo, Qatar** (Feb2016to Mar 2017)

Business Analyst & Support engineer

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| Location | Hyderabad, India |
| **Description** | Ooredoo one of the world's largest mobile telecommunications companies, with over 115 million customers worldwide. Ooredoo has operations in 10 countries across the Middle East, North Africa, and Southeast Asia, including Algeria, Indonesia, Iraq, Kuwait, Myanmar, Maldives, Oman, Palestine, Qatar, and Tunisia. In the worldwide customer are using Siebel Open UI application to manage customer with Products and gadgets. |
| **Responsibility** | * Worked as Business analyst with Application Support.
* Responsible for Level -2 support and Pertaining to any application related issue
* Involved in requirement gathering and building design for development.
* Involved in Application development & testing such as manual testing, HP ALM Automation testing, Performance testing using Vugen tool.
* Worked on the Automation testing to create scripts for running the test scripts for each rollout.
* As multiple users use the Application in each development cycle Performance, testing is required, so taken the full responsibility to perform Performance testing.
* Configuring product and maintain the price codes based on the customer request.
* Creating the users access and provides manual support to the customer if any application issue faced.

Worked on the data load on Siebel application and customer creation. |
| **Tools and Technology** | Siebel Application, Siebel tools, SQL, HP ALM, Vugen, Remedy |

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| Employment Summary**Current Employer: EPAM System, Anywhere****Designation: Senior Business Analyst****Employment type - Full Time****Last Employer: Wipro technologies, Hyderabad** **Designation: Associate Consultant****Employment type - Full Time**Technical SkillsProficient and familiar with CRM Application, Salesforce Application Functionality, Sales cloud & Service cloud, Siebel Application and Siebel tools.Programming language – C, C++Database – SOQL, Oracle SQLTools& Technology – Salesforce.com, Siebel Application, Siebel Tools, HP ALM, HP Vugen, Service Now, VSTS, WDE ApplicationEducation Details**2020 -Master Of technology – Information Technology** Vellore institute of Technology, Vellore (VIT)**2015 - Bachelor of Science – Computer Science** Govt. Autonomous College, Sambalpur University, Odisha**2011 - Central Board of Secondary Education**  Ispat College, Rourkela Odisha boardOther informationCurrent Work Location - AnywhereCitizenship: IndianDate of Birth: 6 July 1993Permanent Address: Qr. No – PWD LA – 145, LabourtenamentRourkela – 4, Odisha – 769004Language: English, Hindi, OdiyaMarital Status: SinglePAN – EZLPS0234NPassport no. N1925105 |

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