

# Sandeep

## HS

### Business Analyst

 Hassan, Karnataka

 +91.9632257044

 sandeephs52@gmail.com

## TRAINING & CERTIFICATONS

- SalesForce Training Trailhead, 2016

## SKILLS

Salesforece CPQ, Apptus CPQ, SQL, MS Excel, SAP R3, Application Support

## COMPUTER PROFICIENCY

Windows 10 

MS Excel 

## LANGUAGES

English 

Kannada 

Hindi 

## PERSONAL INFORMATION

### Birthday

26/11/1990

### Gender

Male

### Marital Status

Single

### Nationality

Indian

## PROFILE • ABOUT ME

Aspiration to work in a reputed concern. Contribute profitably to the company. Learn to enhance my expertise.

## EDUCATION

**Computer Science and Engineering, Bachelor of Engineering / Bachelor of Technology, Completed, July 2012**

Rajeev Institute Of Technology

VTU

Hassan, Karnataka

## WORK EXPERIENCE

January 2020 - Current

Bangalore, Karnataka

### Business Analyst

Citrix India, Bangalore

- Troubleshoot on the CPQ issues.
- Supports all the GEO APAC America EMEA LAC.
- Supports the internally in Citrix to Sales team.
- Troubleshoot on the pricing issue with CPQ tool.
- Working on most of the pending transaction quote which stuck by the integration job.
- Troubleshoot License issues.
- Knowing the knowledge of SAP R3, SQL, Salesforce (both lighting, classic version) workbench.
- Helps sales team to quote the cloud products and assets.
- Activation SKU in the salesforce and running the jobs daily weather the all the SKU flown to the Salesforce.
- Running daily queries to trouble shoot the integration issues.
- Working with web development team to maintain the DOTI issues.
- Helps the sales team when transacting the quotes if any integration issue occurs.
- Knowing Knowledge of APPTUS CPQ tool and Steel brick CPQ tools.
- Creating Reports in Salesforce.
- Creating Dashboards in Salesforce.
- Working with development team to resolve critical issues.
- Liaising closely with business analysts, project managers and developers to ensure that the Salesforce system is managed effectively.

March 2016 - January 2020

Bengaluru, Karnataka

### Application Support Analyst - Salesforce

Genuzrs Tech Pvt Ltd

- Process requests for user access to applications and systems using pre-defined procedures based on contractual turnaround time requirements.

- Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the internal client requirements.
- Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
- Coordinated and transferred knowledge to the offshore team.
- Customising the Salesforce platform to meet the company's needs.
- Liaising closely with business analysts, project managers and developers to ensure that the Salesforce system is managed effectively.
- Creating and modifying reports and dashboards.
- Keeping abreast of new CRM technology & innovations.
- Maintaining clear lines of contact with all colleagues.
- Developing customised solutions to complex IT problems.
- Identifying gaps between the businesses needs and standard application functionality.
- Documenting the business's needs.
- Putting together Salesforce objects, fields, workflows, validation rules and profiles.
- Handling specific Salesforce duties as assigned by senior managers.
- Manipulating and reformatting data.

## **DECLARATION**

I, Sabdeep HS, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Hassan, Karnataka

05/05/2021

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