Vibhor Bhatnagar

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Business Analyst

PROFILE

Analytical, enthusiastic and innovative techno-functional Business Analyst with 7+ years of experience in all phases of Software Development Life cycle chiefly in requirement gathering, requirement analysis, **Agile methodology**, testing and **deploying business processes** and system solution.

Extensive experience in requirement gathering, interviews, writing detailed Business and functional requirements(**BRD and FRD**), scope agreements, business process description, training the end user, documentation, organizing meetings, writing MOMs, Demos, creating reports, dashboards, effective communication between all the stake holders, experience in creating **use case diagrams, writing test cases, Data mapping document, defect tracking.**

Creating **Requirement traceability matrix, entity relationship diagram**

Designing business models using **UML Diagrams - Use case, Sequence diagram.**

Excellent facilitation skills in conducting walkthroughs, surveys, questionnaire, brainstorming sessions and **JAD session**.

Having **strong written and verbal communication skills**, stakeholders engagement skills.

Expertise in Healthcare domain. Understanding in finance domain.

Experience in **Salesforce CRM, Apttus/Conga CPQ, Jira, Confluence, X-AUTHOR for Excel,** SQL, **MS Visio,** MS Excel, MS PowerPoint.

Extremely responsible, dedicated, dependable and punctual.

SALESFORCE ADMIN CERTIFIED(ADM-201)

Experience

Salesforce Business Analyst

Jan'21 to Till Now

Project: Smart Catalogs

- Working with stakeholders in developing new product search and configurator for faster quoting of complex Healthcare products in Apttus CPQ.

- Requirement Gathering, Requirement Analysis, User Stories- User Story Specification document, Product Backlog(With PO), Sprint planning, Sprint Review, Sprint Retrospective, Testing, defect tracking, communication.
- Documents/ Diagrams created- BRD, FRD, Use case Diagram/Analysis, Test Cases, Test Plan, Data Mapping Document, Requirement Traceability Matrix, Sequence Diagram, Sprint Burndown Charts.
- UAT
- Demo to Stakeholders
- Sprint Timeline- Two Weeks

Tools Used: Apttus CPQ, Salesforce CRM, Jira, Confluence, MS Visio, SQL, MS Excel.

Business Analyst

Jan'20 to Feb'21

Project: Product Optimization Tool

- Worked with stakeholders to develop Product/Sale analysis reporting tool which can display Product/Sale data and dashboard built in Tibco Spotfire using AGILE Methodology.
- Showing which accessories and services products are selling most with base system catalog or Country or Global region which helped client to optimize products making them less complex and faster to quote.
- FRD, Use Cases, User Story Specification Document, Test Cases, Test Plan, Requirement Traceability Matrix, Data Mapping Document, testing, Demo.
- System Integration, Component Integration and Regression Testing.

Tools Used: Jira, Confluence, MS Visio, SQL, MS Excel, Tibco Spotfire.

Salesforce Business Analyst

Jan'19 to Feb'20

Project: Price X

- Worked with stakeholders to design and develop new in house pricing tool for client using Agile Methodology.
- The tool can price product in Salesforce and Oracle database as the same time.

- User Friendly front end was designed.
- Created the necessary documents like FRD from existing BRD, Use cases, User Stories, Test plan, Test cases.

Tools Used: Jira, Support Central, MS Visio, SQL, MS Excel.

Team Lead - Product COE/ Data Analyst
Jul'18 to Feb'19

Project: Product COE

- Involved in managing a team of 9 product modelers in Apttus CPQ/Salesforce Sales Cloud.
- Team managed the complete product portfolio of healthcare client- Service, Equipment, Third Party Products.
- Creating complex Product Structures in Apttus CPQ for modalities like- Imaging, LCS, Ultrasound.
- Pricing the Products using Matrix, Attributes, List Prices using tools like X-Author, Salesforce Inspector, Salesforce Workbench.
- Configuration Testing, Quoting.
- New Feature release testing – System Integration, Component Integration and Regression Testing
- UAT

Tools Used: Salesforce, Apttus CPQ, X-Author for Excel, Confluence, Support Central.

Product COE SPOC/ Data Analyst
Jan'18 to Jul'18

Project: Healthcare Product COE

- Creating complex Product Structures in Apttus CPQ for modalities like- Imaging, LCS, Ultrasound.
- Pricing the Products using Matrix, Attributes, List Prices using tools like X-Author, Salesforce Inspector, Salesforce Workbench.
- Configuration Testing, Quoting.

Operations Lead

Jan'13 to Jul'16

- Managing all the operational parameters for Banking Domain client.
- Resource Planning in PeopleSoft ERP
- Billing- Fixed and Time and Material
- TimeSheets
- Compliance
- Working on RFPs with Managers.

Education

MBA (2016-18)
Operations

B-TECH (2008-12)
Computer Science