

PRANAV GUPTA

CUSTOMER SUCCESS MANAGER | SALESFORCE

PROFESSIONAL SKILLS

- Requirement Gathering
- Agile Methodology
- Salesforce.com/Salesforce.org
- Implementation
- Integration
- Quality Assurance
- Troubleshooting/RCA
- Automation
- For-Profit/Non-Profit Cloud
- JIRA/ALM
- Monday.com Consultant
- Salesforce CPQ

PERSONAL SKILLS

- Creative spirit
- Reliable and professional
- Organized
- Time management
- Team player
- Fast learner
- Motivated
- Result Oriented
- Orator/Story Teller
- Pianist

CONTACT

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CERTIFICATIONS

- **Certified Salesforce Administrator '20**
- ISTQB '11
- Financial Market: NCFM '11
- Equity Derivatives: NCFM '11
- Currency Derivatives: NCFM '11
- RPA Certified Developer - UI Path '19
- Monday.com Product Certification Badge

PROFILE

Salesforce professional with varied experience in Customer Relationship Management, Business Development, Expertise in business strategy and business process change management skills with a demonstrated track record in client, project, and team delivery leadership. Served as the liaison between the business and technology teams. This, for the most part, consists of gathering needs and requirements from the business and translating them into solutions. A proactive team player with excellent interpersonal, communications, coaching skills. Adept at establishing collaborative relationships with stakeholders and organization team members and produce consistent achievements in project delivery and customer relationship management.

EXPERIENCE

CUSTOMER SUCCESS MANAGER

Prelude Sys. | Nov 2020 - Present

- Responsible for architecting solutions for customers on Salesforce.com, Salesforce.org platform to address business/mission needs
- Conducted workshops and collaborated with business leaders and end users to identify and prioritize business needs, process improvements and technology solution options
- Brainstorm and collaborate with different customer business units to formulate CRM Vision, business Strategy and roadmap with strategic initiative timelines.
- Work with customers to translate strategy into detailed requirements, priorities and user stories
- Work extensively to develop the business case for proposed initiatives, including expected business benefits, cost analysis, gap and risk analysis, alternative options considered and final recommendation. Frequently present recommendation to senior business leaders
- Maintain an in depth understanding of Salesforce.com, Salesforce.org Pardot and Marketing Cloud platforms by staying abreast with industry and technology trends through continuous interaction with solution product partners and conferences
- Strong experience in Salesforce CPQ, with hands-on implementation experience of 2 projects.
- Interacted with various business team members to gather the requirements and documented the requirements for Salesforce CPQ implementation and enhancement projects.
- Experienced in implementing and supporting Salesforce CLM system deployed on salesforce platform

SALESFORCE BUSINESS ANALYST

Accenture. | Sep 2015 - Oct'2020

- Develop, maintain and perform processes to continuously monitor data quality and integrity in platform applications
- Experience working with business process and development teams to design, implement and deploy Salesforce applications to different clients at the enterprise level
- Extensive experience in business analysis and technology implementation
- Determine plan and timeline for implementation of approved Change Management cases.
- Develop, test and deploy solutions, applying best practices
- Consult with all stakeholders to improve business processes, including developing functionality to automate manual processes

LANGUAGES

- English (Proficient)
- Hindi (Proficient)

EXTRACURRICULARS & ACHIEVEMENTS

- Actively participated in event organizing, anchoring, event management and program hosting
- Was awarded as the Top Performer along with an incentive bonus.
- Proactive in all employee connect level events in GPC
- Part of a GPCW team, an Accenture initiated NGO, and worked with the team on many awareness causes across the city
- Performed in Musical Concerts on Door-darshan, Harmony on Sahara TV as a Pianist/composer, Performed on Campus Rock Idol on MTV as a Music Quantizer/Synchronizer.
- Received certificates and trophies for winning many musical concerts across the country. Awarded with Client Star Award and ACE Award twice for consecutive years in Accenture

- Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc
- Provide deployment, training, and change management support to business users
- Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements
- Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds
- Assist with front-line support for Salesforce.com users, including responsibility for user support / training

SUBJECT MATTER EXPERT

HCL Technologies | Aug 2013 - Sep 2015

- Understanding the requirement and creating the flow documentation
- Reporting (Status report, DSR, WSR), Client Reporting
- Managing QC as for Project reporting and Dev, Requirement mapping
- Preparations of Business documents, process documents and other report mapping documents
- Daily valuations of the reports based on their frequency occurrence
- Providing subject-matter expert's input throughout the whole life cycle of Salesforce change development process
- Working with test manager to define test cases
- Validates and assesses solution design throughout the project with customers and prospects.
- Identifies problem areas and provides recommendations for future enhancements
- Understands industry best practices in functional business areas in order to leverage business processes, driving improvements in work flow and applications

SOFTWARE ENGINEER

L&T Infotech| Jun 2010 - Jul 2013

- Verification and Validation on the trade flow of APCAC, US, UK and cross hub by placing order through front ends (COMET, ZTS, EDTS)
- Creating and executing test conditions for scripts, Test sets in QC
- Running and scheduling, automated test cases and troubleshooting them.
- Execution and maintenance of test cases in Regression Testing
- Verification and Validation on the trade flow of APCAC, US, UK and cross hub by placing order through front ends (COMET, ZTS, EDTS)
- Test Environment readiness - Coordinate with all QA front and middle office different environments for APAC, US, UK
- Be mindful of all SLAs and our commitments to customer and ensure all services are restored without compromising those commitments.

EDUCATION

BACHELOR OF ENGINEERING, MECHANICAL (2005-2009)

Rajiv Gandhi Prodyogiki Vishwavidyalaya | Bhopal