K. ALAN

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SUMMARY

Experienced in identifying business requirements, visualizing the system architecture, setting the project schedule, preparing exhaustive documentation, ensuring clarity among all stakeholders and leading implementations from start-to-finish

| Business Analysis | Requirements Gathering | Effort Estimation | Product Demos | Discovery Workshop |

| Flowchart | Wireframes | Documentation | BRD and FRD | Solution Architecture | Project Management |

| Stakeholder Engagement | Customer Support | User Training | Clear Communication | Relationship Building |

| Knowledge Transfer | Salesforce Config | Flow Builder | Sales Cloud | Service Cloud | Experience Cloud |

| Salesforce Platform | Microsoft Office | G-Suite | Jira | Confluence |

PRODUCT KNOWLEDGE

➢ **Salesforce (SFDC)**
- Extensive work with Platform tools – Flow, Process Builder, Changesets, Profiles, Lighting Pages, Approvals, Data Loader
- Delivered Sales Cloud, Experience Cloud, Pardot and heavily customized implementations
- Familiar with Service Cloud, CPQ and FSL
- Certifications
  - Salesforce Administrator
  - Service Cloud Consultant
  - Marketing Cloud Email Specialist

➢ **Others**
- Lucidchart, Draw.io and Pencil – Prototyping tools
- Microsoft Office and Google Workspace
- Zoho Projects and Zoho Bug Tracker
- Jira – Requirement and bug tracker
- Confluence – Technical Documentation
- Zapier – Built zaps from Salesforce to Slack

WORK EXPERIENCE

➢ **Technical Operations Manager – Jul 2022 to Dec 2023**
Bloom Institute of Technology, USA (Remote)
- Managed requests (features, bugs or permissions) from staff and students using Salesforce's Case module
- Interviewed stakeholders to understand requirements. Used Jira & Confluence to document the details. Implemented requirements through Salesforce OOTB functionality and Zapier
- Built an Experience Cloud portal around the Case module. Migrated 20 staff from a Sales Cloud license to a Customer Community Plus license. This resulted in savings of $20000 annually
- Built functionality within Salesforce to replace Groove Sales Engagement. This helped us save over $30000 in renewal fees
- Built Zaps between Salesforce and Slack to celebrate achievements such as meeting the weekly enrolment target

➢ **Senior Lead Business Analyst – May 2023 to Oct 2023**
.efficiently, India (Remote)

- Engaged with Salesforce Product Owner to understand vision. Worked with Figma designer to build prototypes
- Documented requirements in Jira in the form of epics, stories and tasks. Assigned tasks to development team
- Demonstrated prototypes to Product Owner and other stakeholders

➢ **Delivery Lead and Business Analyst – Nov 2019 to Jul 2022**
Ingram Micro, Mumbai, India
- Led a team of 7 skilled professionals to deliver customized software solutions on the Salesforce platform
- Managed projects from start-to-finish: conducted discovery workshops, created detailed documentation, designed solutions with the team and supported Clients until launch
- Created and executed project delivery schedules, shared weekly project updates and held daily standup calls with the team

➢ **Business Analyst – Apr 2017 to Oct 2019**
Quosphere, Mumbai, India
- Managed entire Requirement Workshops by self
- Assisted sales team in scoping exercises (prepared estimations and proposals) and demos
- Guided and led the technical team in designing scalable and satisfactory solutions
- Drove adoption by engaging with system users frequently, which resulted in renewals
- Followed-up with clients to sign-off on Project Milestones and release payments
- Explored different technologies (ERP, DMS) when the need arose

➢ **Business Analyst – Mar 2014 to Apr 2017**
S.K. International, Mumbai, India
- Joined the company as a Business Analyst, but got the opportunity to go far beyond the role
- Worked in multiple roles in a variety of projects – Project Manager, Solution Architect, Tester, Admin and Trainer
- Appreciated by clients, Salesforce personnel, management and colleagues

➢ **Junior Business Analyst – Sep 2013 to Feb 2014**
Peak Point Solutions, Mumbai, India
- Interacted with clients to document website requirements
- Produced content – Press releases, magazine articles, promotional emails and presentations
- Website development – Developed websites using WordPress and created content for various topics

DOMAIN KNOWLEDGE

➢ **Industries**
Manufacturing, Wholesale Trade, Real Estate, Events, Information Technology, Education and Pest Control

➢ **Functions**
Sales, Purchase, Procurement, Order to Cash, Ticketing, Field Service, Logistics, Route Planner, Expense Claim, Inventory, Marketing, Sales Performance, Barcode Scanning, Project Management and Systems Integration

EDUCATION

➢ **Masters in Management Studies (Systems)**
Mumbai University, India

➢ **Bachelor of Science in Information Technology**
Mumbai University, India