



Kumar Mayank Singh
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SUMMARY

Overall **4.5 years** of experience in the IT industry with 1 year 10 months of experience as **Salesforce Business Analyst and Salesforce Administrator**.

QUALIFICATION

B.Tech(2016) Graduate from Visvesvaraya Technical University (VTU), Bengaluru.

PROFESSION EXPERIENCE

Decathlon – 8 months as CRM Manager(Mar 2016 to Nov 2016)

ZTE – 1 year as Tech Consultant(July 2017 to May 2018)

HSBC- 1 year 7 months as Team Leader and Admin Professional(Aug 2019 to Mar 2021)

HMITLABS- Currently as Salesforce Business Analyst and Salesforce Admin Professional(April 2021 to present)

TECHNICAL SKILLS

Over 4 years of work experience in Business Analysis, Marketing, Customer Experience and Partner programs in the IT sector.

- Strong analytical and management capabilities to work with development teams towards right specifications to build the right product.
- Responsible for problem solving and requirement gathering for various projects
- Played a key role in gathering and analyzing data and contributing to the final product as per the client and user.
- Worked with senior stakeholders closely to deliver advanced data, drove innovation to come up with new analytics providing new business strategies and ideas.
- Worked well in Agile methodology, Microsoft office. Managed sprint velocity related metrics and goals.
- Run scrum ceremonies like daily huddles, backlog grooming, sprint planning and sprint retros to actively manage risks and external dependencies.
- Facilitating discussions, decision making conflict resolution, promote joint accountability for results and solving productivity issues.
- Worked on Salesforce configuration including User creation, objects, profile, permission set, workflow, reports and dashboards etc.

SALESFORCE:

Worked on **Reports, Dashboards, OWD, Profile, Roles, Sharing rules, Permission sets, Approval Process, Workflows, Process builder and flows**.

- Created various **Reports and Report folders** to assist managers to better utilize Salesforce as a sales tool and Configured various Reports for different user profiles based on the needs of the organization.
- Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields** to the custom objects.

- Created **workflow rules and defined related tasks, email alerts, and field updates**.
- Designed and deployed **Custom tabs, Created custom Dashboards** for manager's home page and gave accessibility to dashboards for authorized people.
- Configured Reports for custom objects and associated them to Dashboard.
- Created new user **Accounts, Roles, Profiles and sharing settings**.
- Application Customization in **Company Set-up / User Set-up, Accounts, Opportunities, Products/Price, Forecasts & Quotas, Reports and Dashboard**.
- **Collaboration With Stakeholders & Other Departments** Take ownership of overall release quality.
- **Collaborate with quality assurance team members** in designing **functional and automated test plans** for Solutions. Handled SupportRequests raised by Support team and solve it with help of team as per Agreed SLA.
- Part of Daily Stand Up Meetings and discussing the Changes required/Challenges with internal teams and helping them out with issues.
- Manage, distribute, monitor and deactivate **users licenses** as appropriate.
- Understanding of Salesforce CRM and knowledge of **Managed Packages**.
- Understanding the software engineering life cycle for development, and the concepts and practices required to implement effective information systems.
- **Visualforce** page creation to design/display invoice template, with HTML usage and displayed through **Custom button, in Page Layout**.
- Experience with **Sales Cloud**.

PROJECT: Vittal Engineering (Ongoing project for an Automobile Manufacturing Company)

Designation: Salesforce Business Analyst

Roles & Responsibility:

- Gathering and documenting requirements from users and stakeholders.
- Create test scenarios on Sandbox or production environment and deploy using change sets.
- Developed Apex Batch classes and its associated apex batch test class for processing huge data.
- Proficient in dealing with Lightning App Builder for creating custom Lightning Pages.
- Create Validation rules, Workflow rules, Record Types, Page Layouts as per requirement.
- Implement Security and sharing rules at Object Field and Record levels for different users.
- Create lookup and master-detail relationships on the objects and create junction objects and various advanced fields like Picklist, Field Dependencies, Custom Formula, Approval Process, field updates and Email generation.
- Skilled in data migration through Data Loader, Workbench and Data Import Wizard tools.
- Experience in installing SFDC App Exchange Applications, configuring and maintaining user security permissions in compliance with organizational needs.

PERSONAL DETAILS:

Name : Kumar Mayank
 DOB : 21/11/1992
 Address : BTM Stage 2, Bangalore

I hereby declare that the above-mentioned information is correct up to my knowledge.

Kumar Mayank Singh