Arvinder Singh
Mob: + 91-7696986844

Sr. Salesforce Business Analyst
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Summary:

➔ Over 3 years of experience as a Salesforce Business Analyst and overall 8 years in the software industry.
➔ Worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment.
➔ Experienced in eliciting business outcomes and requirements, translating these into functional requirements for technical teams to build and implement system solutions.
➔ Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.
➔ Extensive knowledge of Salesforce.com implementation cycle in Sales cloud and CPQ.
➔ Strong knowledge & experience working in teams implementing Agile Methodologies.
➔ Excellent communication and interpersonal skills, accustomed to working in both large and small team environments.
➔ Certified Salesforce CPQ Specialist and Administrator. Preparing for Sales Cloud Consultant Certification.
➔ Experienced in G-Suite and MS Suite of products (PowerPoint, Excel, Word and Project Plan)

Skills and Tools:

- Excellent Communication
- Business Analysis
- Problem-Solving
- Business Flows using LucidChart
- SF Tools - Salesforce Inspector
- Project Management Tools - Jira, Zoho Projects, SF custom app, Asana and Trello
- Collaboration and File Storage Tools - Jira Confluence, Document 360, SharePoint and G-Drive
- Wireframing Tools - LucidChart, Balsamiq and Moqups

Work Experience:

Grazitti Interactive LLP -- Mohali, PB   Oct 2020 - Present
Sr. Business Analyst, Salesforce

Project Enterprise Territory Management Setup (Currently Working)

Responsibilities

- Analysis of the current Sales Process and setting up ETM region by region according to the Business Requirement.
- Actively participating in Sprint Planning and Daily Standups
- Prepared separate User Manuals for Admins and Business Users.
- Prepared Reports for Admins to easily troubleshoot the issues raised by Business as the complete ETM is only rolled out for only Pre Sales users of NA region.

Project Ongoing Support and Enhancements in Sales Cloud and CPQ (Currently Working)

Responsibilities

- Elicit requirements by using initial documents, meeting with clients, customer website, salesforce analysis etc.
- Prepared Business Requirement Document (BRD), user stories and business process flows.
- Analysis for setting up the new products and its pricing as per the Business.
- Impact analysis of the requirement on the existing setup of the salesforce.
- Participating in planning and maintaining Product and Sprint backlog
- Responsible for giving demos and training of Pilot users.

Project FlashTrac Salesforce Integration

Flash Global is the Logistics partner of the customer and they want to integrate it with Salesforce to automate part requests from FSL Work Orders to Flash and real time updates from Flash to FSL Work Orders.

Responsibilities

- Working as a Salesforce Business System Analyst from the customer's side to gather all the requirements from Flash Team.
- Elicit requirements by using initial documents, meeting with clients, customer website, salesforce analysis etc.
- Prepared Business Requirement Document (BRD), user stories and Data Mapping Document for Business and development team.
- Identified the gaps between the systems and recommended improvements (automations in Case and Work Order Objects) in few areas of current Salesforce Setup.
- Historical data analysis and discovering edge cases.

Project Prophet Salesforce Integration

The goal of this project is to integrate the Salesforce, Flash and Coveka systems with the Prophet (A planning system by Baxter ™) so that the inventory and spare parts planning

will be taken care of by the Prophet system effectively.

Responsibilities
- Working as a Salesforce Business System Analyst from the customer's side to gather all the requirements from Prophet Team.
- Elicit requirements by using initial documents, meeting with clients, customer website, salesforce analysis etc.
- Prepared Business Requirement Document (BRD), user stories, RACI Matrix and Data Mapping Document for Business and development team.
- Responsible for the testing and UAT of the Master Data (Products and Assets).
- Data analysis and helped the customer to correct the legacy assets data.

Project Sales Cloud Setup for UK

Responsibilities
- Elicit requirements by using initial documents, meeting with clients, customer website, salesforce analysis etc.
- Prepared sales proposal, estimation sheet, project plan, RACI Matrix, user stories, user manual in the project.
- Responsible for Sprint planning and execution of the same.
- Prepared wireframe for two custom modules in the project and worked with the designer for the designs.
- Trained the pilot users
- Conducted knowledge transfer sessions for the application support team (IBM)

Bridging Healthcare Technologies -- Mohali, PB   June 2019 - Sep 2020
Business Analyst, Salesforce

- Elicit requirements by using initial documents, meeting with clients, reference site visits etc.
- Using Agile methodology (SCRUM) to execute the project.
- Writing user stories and managing the product backlog using Jira (Product Management tool)
- Creating process flow diagrams for the solution modules if needed.
- Creating wireframes.
- Communicating with project stakeholders.
- Responsible for managing change requests.
- Responsible for UAT of the system.
- Responsible for executing daily standups and helping the team to prioritize the tasks.
- Responsible for Sprint planning and execution of the same.

Ablysoft Pvt Ltd -- Mohali, PB   Apr 2018 - May 2019
Business Analyst

- Elicit requirements by using initial documents, meeting with clients, reference site visits etc.
- Creating functional requirements document (FRD).
- Creating process flow diagrams for the solution modules if needed.
- Creating wireframes by using swordsoft tool.
- Writing user stories.
- Communicating with overseas clients and dev team.
- Responsible for managing change requests in waterfall model based projects.

Igniva Infotech Pvt Ltd -- Mohali, PB   Sep 2016 - Mar 2018
Business Analyst

- Elicit requirements by using initial documents, meeting with clients, reference site visits etc.
- Creating Software Requirement Specification (SRS).
- Creating wireframes by using moqups tool.
- Writing user stories.
- Communicating with overseas clients and dev team.
- Sprint planning and execution.
- Update build progress to the clients after each sprint.
- Using Agile methodology to execute the project.
- Using Base camp tool for Project collaboration and Yodiz as Agile Project Management tool to manage projects.
- Responsible for managing change requests.

Tech Prastish Software Solutions Pvt Ltd -- Mohali, PB   Aug 2015 - Sep 2016
Project Coordinator

- Tracking, analyzing and reporting project status
- Creating and updating project documentation
- Create, schedule and assign tasks
- Responsible for project execution and client communication
- Work with team to make sure that the project is on track, to remove impediments, provide resources and data needed
- Gathering client requirements and creating the Specification Documentation with Use-Cases of product
- Used Bitrix Project Management tool to track tasks and resources.

PAL InfoCom Technologies Pvt Ltd -- Mohali, PB   Mar 2014 - Aug 2015
Business Analyst

- Requirement Understanding
- Documentation of system and business requirements and specifications.
- Creating data flow diagrams for the solution modules.
- Use Case creation.
- Communicating with overseas clients throughout the project development.
- Communicate with the sales team to discuss the project requirements.
- Discuss with the development team for technical planning.
- Update daily progress to the clients for ongoing projects.

Educational Qualifications:

Degree/Examination	University/Board	Year of Passing	Percentage (%)
Bachelor of Engineering (BE) in Information Technology(IT)	Rajiv Gandhi Prodyogiki Vishwavidyalaya (RGPV), Bhopal (MP) India	2009	64
HSSC(12th)	M.P.B.S.E.	2005	62.8
HSC(10th)	M.P.B.S.E.	2003	68.6

Personal Details:

Date of Birth	14-Oct-1987
Gender	Male
Marital Status	Married
Current Address	#2680, First Floor, Phase 7, Mohali (PB) 160062
Nationality	Indian
Hobbies	Listening religious songs(shabad), Playing Tabla