Ajinkya Parkhe

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In pursuit of challenging opportunities that would facilitate the maximum utilization and application of my broad skills and expertise in making of positive difference to the organization

Professional Summary

- Young, dynamic and result oriented professional with 1.6years of experience in CRM tool - Salesforce (SFDC) with salesoperations
- Researching customers information from primary or secondary data sources, analyze it and turn it intoinformation
- Identify, analyze, and interpret trends or patterns in complex data sets, perform domain check and duplicate checks
- Quality analysis of transactions processed by thepeers
- Preparing bi-weekly and quarterly presentation to give business review to higher management and client
- Giving process training to newly hired resources along with maintaining process metrics (MMS tracker, Resource Utilization etc.)
- Handling online high priority requests, Data Analytics, Process Management, excel/CRM reporting for clients & highermanagement

Core Competencies

- **Apps / Tools / Software** : Salesforce, MS Excel, MSOffice, SFDC lightning, App and Object creation in SFDC.
- **Reports**   : Excel reporting, SFDC Customized Reports

Professional Experience

Organization: eClerx Services Limited, Pune
Designation: Analyst
Duration: December 2018 - till date

Educational Qualifications

- Completed B.E(Electrical)from Sinhgad Institute of Technology in 2017 securing 60%marks.
- Completed 12th from PVP College of Arts and Science,Loni securing 60%marks
- Completed 10th from Vidya Vikas Public School Babhaleshwar securing 67.53%marks

Project Details

➢ **Project 1: Account Cleansing and Hierarchymanagement**

Working on SFDC tool supporting with NetSuite. These supporting environments are used for linking data with SFDC for the enhancement of business. Also helps mapping the right object (lead, opportunity, contact, custom objects) to an account for better business development.

- AccountCleansing
- AccountMerging
- New Account Creation

Roles & Responsibilities:

- Understand and enhance the process findingloopholes
- Reporting for client side team as well as in companyalso
- Time to time interaction with client for maintaining thestability
- Internal reporting includes: Click level process maps, Presentations, Quarterly businessreport

➢ **Project 2: Opportunityauto-renewal**

Working on Oracle-Netsuite for renewing contracts, agreements by checking product conflicts and

pricing. Creation/alteration of quotations by fulfilling the requirements of products.

Roles & Responsibilities:

- Perform manual priceoverrides
- Create new customer inOracle-Netsuite
- Configuration of products in terms of bookingcreation
- Creating sales orders with the product's price, quantity, contract duration andcategory
- Follow-ups with the quotationapprovals/rejections

➢ **Project 3: Lead Enrichment, Lead Mapping, LeadTriaging**

Working on Salesforce CRM for enriching the leads wih valid information and mapping the leads to different sales regions and assigning them to the sales representatives.

Roles & Responsibilities:

- Assigning the leads to peers forprocessing
- Enriching leads with contact details, company details, industryetc.
- Mapping the leads to different salesregions
- Assigning the leads to different salesrepresentatives
- Monitoring the lead queues and timely client interaction through emails to ensure stableteam productivity
- Reporting lead queues status and team productivity details to client side team as well as in companyalso

➢ **Project 4: Data Migration From Apttus To SalesforceCPQ**

Working on Salesforce CPQ(Configure, Price, Quote) and Apttus for moving the data from Apttus to Salesforce and staging a renewal opportunity.

Roles & Responsibilities:

- New OpportunityCreation
- Configuration and Pricing of products and Quotecreation
- Checking product conflicts andpricing
- Creating Case in SFDC in case of conflicts inpricing
- Renewingopportunities

Awards / Achievements

- Spot reward for consistency in core process and exceptional capacity of learning different processes simultaneously

Academic Project

- Implementation ofQAM
  The project implements QAM transmitter and receiver.QAM is a technique used to transmit two digital bit or two analog signals by modulating or changing the amplitudes of two carrier waves so that they differ in phase by 90 degrees a quarter of a cycle.

Personal Details

- DateofBirth   :01 July 1992
- Sex   :Male
- Nationality   : Indian
- MaritalStatus   :Single
- Language   : English, Hind,Marathi
- Hobbies   : Internet surfing, Cooking
- Permanent Address: At.pt Chincholi ,Tal.Rahuri,Dist.Ahmednagar 413710

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Ajinkya Parkhe)