Vaibhav Purohit
Business Analyst

Salesforce Business Analyst with over five years of experience in client engagement and software service delivery. Adept at cross-functional collaboration, analyzing business needs, technical documentation, support communication between multiple stakeholders, and capture requirements to initiate a change.

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WORK EXPERIENCE

Saint Gobain   **Mumbai**

Functional Consultant, October 2020 – Present
- Gather business requirements from the client, perform feasibility analysis and deliver software solutions.
- Configure and customize solutions on the Salesforce platform to support customer requirements.
- Perform and supervise UAT and other required tests to maintain product consistency and stability.
- Deliver software modification as per project scope and requirement of European and Australian clients.

ePeople Bespoke Consulting Pvt Ltd   **Bangalore**

Business Analyst, May 2020 – October 2020   *(Joining delayed due to COVID-19 pandemic)*
- Provide product and service solutions to clients and help them migrate to the Salesforce platform.
- Customize and configure in-house developed HRM product, to meet client requirements.
- Engage with client, understand business needs, perform requirement gathering and create user stories.
- Build product roadmap with product manager and document features and specifications.
- Work with development teams to translate business requirements to technical specifications.

SunEdison Infrastructure Limited   **Chennai**

Business Analyst, June 2019 – November 2019
- Provide solar energy consultancy services to private clients and participate in government tenders.
- Assess project feasibility in terms of available sunlight, weather condition and installation area.
- Create delivery and equipment installation manual, including safety guidelines for onsite workers.
- Maintain database of projects completed, ongoing and in-pipeline, in terms of revenue and expense.
- Engage with client to obtain requirements and assess the implementation feasibility and options.

State Bank of India   **Mumbai**

Summer Intern (Operations and Analytics), May 2018 – July 2018
- Developed statistical model to predict the success rate of transactions performed via SBI e-pay gateway.
- Semi-automated the *New Merchant Onboarding* process to reduce verification time and manual errors.

Infosys Limited   **Pune**

Business Analyst, July 2016 – June 2017
- Configuration of Salesforce (Lightning) CRM platform for telecom client's customer order management.
- Salesforce sandbox configuration, patch installation, profile management and release management.
- Obtain client requirements and document them into user stories to deliver in development sprint.
- Coordinate with multiple client and offshore teams for smooth software deployment.

Senior Systems Engineer, April 2015 – June 2016
- Handle administrative tasks such as running tests, creating reports, dashboards and check the functioning of application.
- Provide technical assistance and end user troubleshooting for bug fixes and enhancements.
- Set up and control user profiles and access levels for each database segment to protect important data.
- Develop, maintain and improve validation rules, custom workflows, Apex customization, custom objects, fields and formulas.

Systems Engineer, June 2013 – March 2015
- Create, maintain and improve Java codebase as per client requirements and new functionalities.
- Perform UI testing and continuous regression and load testing along with UAT.
- Preparation of test cases, workflow documents, QC check reports for different data types and tools.
- Interact with client and offshore teams to obtain new client requirements and deliver as per sprint cycle.

EDUCATION

Masters of Business Administration, July 2017 – May 2019   **Trichy**
Department of Management Studies, National Institute of Technology - Trichy   *(CGPA – 7.5)*

TECHNICAL SKILLS
- Project Management, Requirement Gathering
- SalesForce - Lightning and Classic
- SDLC - Waterfall, Agile, Scrum
- User Story creation, UI/UX design and UAT
- Java, Python, SQL
- MS Office - Excel, Word, PowerPoint, Access and Outlook

FUNCTIONAL SKILLS
- Human Resource Management
- Supply Chain Management
- Banking Domain Management
- Customer Relationship Management

SOFT SKILLS
- Problem solving, Critical thinking, Team work, Attention to detail, Remote Working
- Verbal & Written communication, Change management, Process improvement, Flexible

AWARDS and RECOGNITIONS
- Client appreciation for implementing project with zero UI inconsistencies and complete requirements.
- BRAVO award for administering complete SFDC environment configuration and software deployment.

COURSES and CERTIFICATIONS
- *Trailhead Adventurer* by Salesforce
- *Spreadsheets and Models* on Coursera by University of Pennsylvania
- *Initiating and Planning Projects* on Coursera by University of California, Irvine
- *Game Theory* on Coursera by Stanford University

EXTRA CURRICULARS
- Runner – up in Table Tennis at Infosys Limited, 2014
- Runner – up in Inter collegiate Badminton tournament, 2010
- Water sport certificate by Government of Himachal Pradesh