

Rahul Thakkar

BUSINESS ANALYST

Strive to Learn and Appetite for New Technology

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in [Rahul Thakkar](#)

SUMMARY

Business Analyst Consultant with more than 9+ years of professional experience. Have worked in various capacities as Business Analyst, Developer, QA along with Presales Support during the tenure and have always looked upon new challenges to support the team in the Consulting Space. I have worked on different technologies (Salesforce, ServiceNow, Java, JavaScript) in various domains with an appetite to upgrade my skill set and adapt to the latest trends. Have worked with various Clients including Fortune 50 and having onsite experience during implementations.

WORK EXPERIENCE

01/2023 – Present(Contract) Solution Owner *Belmar Inc Vancouver, Canada*

- Working as a Solution Owner, involved in end-to-end implementations of Salesforce Projects
- Responsible for conducting various Presales Activities Requirement Gathering Sessions, Project Estimation and Timelines, Documenting User Stories and creation of various documents.
- **Designing Technical and Functional Solutions based on the Client Requirements.**
- Involved in various implementations of Salesforce Products across various domains.
 - Non Profit Cloud
 - Sales and Service Cloud
- Involved in delivering projects using agile methodology, writing user stories, creation of UML Diagrams, conducting UAT, Stakeholder Management and creation of various project artifacts including documents, training materials etc.
- Configuring Users, roles, permissions, and data for initial setup.
- Conducting Data Analysis and designing Data Migration strategies.
- Have a Team of 3 junior members to work with across various projects.
- Providing post Go Live Support and involved in various cross selling and up selling activities
- Responsible for Business Analysis CoE Activities and methodology implementations across all the Projects.
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02/2021 – 09/2021(Contract) Functional Consultant

10/2021 – 10/2022(Full Time) *Groundswell Cloud Solutions Inc Vancouver, Canada*

Responsibilities:

- Involved in end-to-end implementations of Salesforce projects. Responsible for providing solution design options, defining and presenting capabilities and recommendations, and facilitating discovery workshops to understand current state processes and propose To be process.
- Involved in various implementations of Salesforce Products across various domains.
 - Sales Cloud
 - Field Service Lightning
 - Service Cloud
 - Partner Relationship Management
 - Experience Cloud
- Involved in delivering projects using agile methodology, writing user stories, creation of UML Diagrams, conducting UAT, Stakeholder Management and creation of various project artifacts including documents, training materials etc.
- Configuring Users, roles, permission sets and data for initial setup.
- Involved in high level configuration of communities, flows etc.
- Contributing to various internal initiatives and served as Product Owner for development of Task Management Product on Salesforce Platform.
- Applying leadership skills to mentor the new team members and juniors.
- Conducting End User Trainings, UAT Demoes, Defect Triaging and providing post Go Live Support.

08/2018 – 02/2021

Senior Analyst

Deloitte USI Hyderabad, India

Responsibilities:

- Working as a Business Systems Analyst for various clients across Globe.
- Responsible for end to end implementations of ServiceNow and .Net Applications for various Clients across APAC and the European region.
- Have successfully implemented ITSM, ITBM(Project Portfolio Management) , Quality and Risk Management (QRM, Operational Risk, Engagement Risk) implementations.

11/2016 – 08/2021

Associate Consultant

Capgemini Mumbai, India

Responsibilities:

- Working as a Business Analyst (Techno Functional Consultant) for Client PSA Peugeot Citroën. PSA Group is the second largest car manufacturer in Europe. Handling Client escalations and maintaining customer satisfaction.
- Involved in Requirement Elaboration Sessions, documenting user stories, writing UAT Test Scripts, conducting UAT.
- Responsible for handling Java Based applications for Client including Web Services (Rest API) and testing of the applications.

06/2014 – 06/2016

Java Developer

Systemax(SYX Services) Mumbai, India

Responsibilities:

- Working as Java Developer for web based applications on Struts 2 framework using SQL Database and Rest API WebServices for E-Commerce Website.
- Experience in phases of Software Cycle such as Planning, Analysis, Design, Development of various UI applications.
- Sound understanding and knowledge of the E-commerce domain.
- Acted as System Integration Analyst, helping to merge websites.

CORE COMPETENCIES

- Business Analysis
- Requirements Gathering and Solutioning
- Stakeholder Management
- Agile Methodology
- Scrum
- Reports and Dashboards

CERTIFICATIONS

- Salesforce Admin
- Service Cloud Consultant

INDUSTRY EXPERIENCE

- Automobile
- Logistics
- Finance Products
- Non Profit
- Workforce Management
- E-Commerce
- IT Service Management

EDUCATION

2009-2014 - Bachelors in Engineering (Information Technology)