

## SAURABH KUMAR SINGH

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### Professional Summary

Capable Functional Consultant with exceptional attention to detail and good client engagement skills. A highly energetic professional exhibiting a sense of urgency in regards to bug fixes and issue resolution. Dedicated professional with skills of designing software systems to exceed project expectations.

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### Experience

1. **Anthology (Talisma CRM)**- Business Analyst- Oct2022 to Present
2. **Bharat Forge Ltd**- Management Trainee (Business Analyst)- March 2021 to Oct2022
3. **AMTEK Auto Ltd**- Graduate Trainee Engineer and Production Engineer- July 2015 to July 2017

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### Key Deliverables

- Enhanced existing systems by analysing business objectives, preparing action plans and identifying areas for modification and improvement.
- Proctored training via in-person and online venues for Salesforce, Estimation tool, SCM software, Project Management Software.
- Served as primary liaison between software customers and development team, relating feedback and concerns for future patch cycles.
- Designed, tested, installed and monitored new systems.
- Prepared documentation of Business requirement document, Scope Statement, Change request.
- Monitored employee performance and enacted improvement plans, coordinated disciplinary actions or provided rewards.
- Managed and mentored team of 10+ employees.
- Assisted in organizing and overseeing assignments, planning and coordinating in-house and outsourced resources.

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### Skills

- Sales Force CRM
- Supply Chain Management
- Cost Estimation
- Talisma-CRM tool for banking
- Project Management
- Data gathering and Review
- Demand Planning
- User stories, BRD, FRD

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### Education

1. **MBA** – Department Of Management Sciences ( PUMBA ) – 2019-2021
2. **B.E Mechanical** – Gwalior Engineering College, Gwalior – 2011- 2015

### 1) Project Name: Salesforce Business Analyst/Admin

CRM System to facilitate the sales process and cycle needs in the system and to enhance the customer relationship.

#### Responsibilities:

- Participated in the identification, understanding, and documentation of business requirements, keeping in mind the need for the application based on the project scope and SDLC methodology
- Worked with Workflow rules, Validation rules, formula and complex validation over multiple objects
- Set up of standard object-Accounts, Contacts, Opportunity, Report & Dashboard, Lead and Campaign and created custom objects as per the requirement of Client.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data
- Used field level security, profiles and audit trail setup to ensure that protected Organization data is only shared with authorized persons
- Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation & formula fields to custom objects.
- Developed Work Breakdown Structure and prioritized accomplished tasks
- Documented and Reviewed BRD and Scope Statement to ensure all business requirements were documented
- Interacted with executives and sponsors to identify requirements, project objectives and scope changes
- Involved in the documentation of Use and Test Cases to test specific functionalities of the application
- Organized and conducted sessions to clarify business requirements.
- Facilitated discussions to anticipate future needs, requirements and opportunities.
- Assisted the Project Manager in preparing final presentation and training materials.
- Created various summary reports, matrix reports, pie charts, dashboards and setup report folders to authenticate users based on their profiles with permissions.
- Daily Stand-up meeting to review and ensure the progress of the project is as per the timeline.

### 2) Project Name: Supply Chain Management

Developed a system where the demand of the export customer was captured, and based on the demand, stock sheet which captured in the system which is used to review the inventory stock- whether the demand of the customer is fulfilled week wise and month wise.

#### Responsibilities:

- Documented the detailed requirements and prepared BRD and Scope statement of the Project.
- In detail discussion with the Stakeholders of the project in order to properly gather the requirements of the client.
- Co-ordination with the development team and providing the solution for the functionalities required in the system.
- Responsible for the timeline of the project - (High priority Project which was completed in 1 month)

- Conducting Weekly review meeting to review the progress the project, ensuring the timeline was followed, and to address the gaps found.
- Unit Testing, UAT- Testing of the system to ensure the requirements are fulfilled in the system developed.
- Deployment of the System after confirmation from client regarding the proper working of functionalities developed.
- Overseeing the integration of the system developed with other systems. (SAP, Salesforce).
- Change request Management.

### **3)Project Name: Estimation Tool Software Development**

Development of software for Bharat Forge, where they can estimate the cost of the enquiry which is to be quoted to the customer.

Responsibilities:

- Conduct business process analysis and identify critical issues and gaps for an established organizational process.
- Develop a roadmap for short and long-term work, manage prioritization, and monitor the work to meet objectives. Manage projects and create a detailed business process roadmap
- Work with stakeholders to design the roadmap and measure production values ensuring cost-efficient processes.
- Working with Cross functional teams from Client side to understand and gather the requirements in detail.
- Conducting Weekly review meeting to review the progress the project, ensuring the timeline was followed, and to address the gaps found.
- Unit Testing, UAT- Testing of the system to ensure the requirements are fulfilled in the system developed.
- Deployment of the System after confirmation from client regarding the proper working of functionalities developed.
- Overseeing the integration of the system developed with other systems. (SAP, Salesforce).
- Change request Management.
- Documentations of BRD, Change request, Scope Statement.

### **4)Project Name: Project Management System Tool Development**

A tool where the projects of the Bharat Forge Organization can be tracked and analyzed.

Responsibilities:

- Developed business plans, determine Key Performance Indicators (KPI) and coordinate the measurement result.
- Gathered information, analyzed new products and services, and allocated relevant data to different departments.
- Conducted evaluation of organization's workflows, implemented process improvements to optimize internal processes.

### **5)Project Name : Talisma CRM tool for Bank (HDFC and ICICI Bank)**

Holistic customer management with the help of Talisma CRM tool

- Email
- Chat
- Phone
- Campaign management

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## Declaration

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I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Saurabh Kumar Singh