



ANKIT FATING

1X SALESFORCE CERTIFIED, BUSINESS ANALYST, SALESFORCE ADMIN, CRM MANAGEMENT, BANKING OPERATIONS, PAYMENT PROCESS AND DIGITAL BANKING.

OBJECTIVE

To work in challenging environment, demanding all my skills and efforts to explore and adapt myself in different fields and realized my potential where I get the opportunity to see myself in top management of the company in next five years.

SKILLS

- Project Management (JIRA)
- Requirement Analysis Functional and Non functional
- Custom workflow and Design System Flow
- User stories
- Workshop
- Process Mapping
- Salesforce Admin
- Sales and Service Cloud
- Financial services Cloud
- Triggers, Visualforce, Apex Class
- Reports and Dashboards
- Dataloader
- Datasets

EXPERIENCE

BUSINESS ANALYST – CRM NEXT

• ICICI BANK • SEP 2022 TO TILL DATE

- Assisted in releasing the CRMnext software solution resulting in sales process standardization and uniform revenue recognition allowing management to begin accurate real-time forecasting
- software life-cycle implementation, writing BRD / FRD / handling change request / supporting development team.
- Assisted in developing several database procedures that made CRM research significantly easier.
- Conducts interviews to gather customer requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Monitoring and Analyzing Project Backlog and Capacity Planning by Using T-Shirt Size Method
- Design a Custom workflow and Design System Flow and UAT
- Communicates changes, enhancements, and modifications of business requirements — verbally or through written documentation — to project managers, sponsors, and other stakeholders so that issues and solutions are understood.



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- Deployment tools changeset
- JIRA Tool
- Lucidchart
- Profile Creation and hierarchy
- Team Lead
- Digital Banking
- Microsoft Excel
- CRM Relationship Management

EDUCATION

MBA - (FINANCE AND IT) • SEP 2011 • PDIMTR

GPA: 65.4%

B. COM (COMPUTER APPLICATION) • MAY 2009 • RTM NAGPUR UNIVERSITY.

GPA: 65.44%

CERTIFICATIONS

1x SALESFORCE CERTIFICATE

C, C++ CERTIFICATE

VOLUNTEER WORK

Member of Divya Jyoti Jagran Santhan a Socio- spiritual body to work internal science of self –

SALESFORCE BUSINESS ANALYST

• IDFC FIRST BANK • SEP 2020 – SEP 2022

- Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes in JIRA Tool
- Participated in the potential activity around Salesforce implementation as needed (requirement documentation, demos, estimating and project planning)
- Collaborated and assisted with building best practices
- Utilizes business and system knowledge to support business needs.
- Understood impacts of changes to current state business process, data, feeds and systems. Conduct Gap Analysis to complete project backlogs and Capacity Planning.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings, Reports and dashboard.
- Creating a Data Model and System flow.
- Working on Data Management Tools Data Loader Insert, Upsert and export data as well as Analytics creating datasets.
- Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to the client's Salesforce technology enhancement and initiatives.
- Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Conduct a Training for End user

MANAGER - CRM SUPPORT

• KOTAK MAHINDRA BANK • DEC 2016 – SEP 2020

- Work with business and IT teams to initiate, scope and sponsor cross-functional projects for Salesforce CRM roll out, enhancements and training
- Scope training and support materials to best engage users for successful system adoption
- Support the on-going development of Salesforce CRM as a sales, marketing, support, and management tool



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realization – Brahm Gyan
(sadhana) www.djjs.org

Member of YPSS (YUVA PARIWAR
SEWA SAMATI)) www.ypss.org

- Engage key stake holders for timely and meaningful feedback to leverage the information for better system adoption and enhancements
- Drive for process effectiveness
- Presentations to Leadership Teams
- Support of business, operations, and technology teams

DEPUTY MANAGER – CRM AND DIGITAL BANKING

• **HDFC BANK • AUG 2015 – NOV 2016.**

- CRM lead Monitoring,
- Support to Updating and closer the leads on time,
- Training and educate CRM lead process and mapping.
- Digital Banking process, E- NET, Paypro
- Uploading campaigns, Leads and task.

ASSISTANT MANAGER - CORE BANKING OPERATIONS

• **AXIS BANK • DEC 2012 – JULY 2015.**

- To Managed core banking operation, Payroll Processing, process all Regular Inward and outward operations, RTGS, NEFT, Salary and Bulk Payments,
- Managed the deliverables Cards, Pins and cheque books.
- Process and audit Transaction monitoring activities AML and KYC, Vendor Management for procurement and payments for different vendors, Acquisition and CRM lead Creation and updating.

EXECUTIVE - RETAIL FOREX PAYMENTS AND INWARDS

• **THOMAS COOK INDIA LIMITED • AUG 2011 – DEC 2012.**

- Working as executive in retail forex division,
- Penetrate the products Inward and outward remittances,
- wholesale forex rate booking and billing processing, travel card reloading and issuance,
- Invoicing the daily transaction wholesale and retail forex, processing outward payments by creating MT103 file.
- Spot rate booking for transactions processing.
- Visa Processing for travel, and processing travel insurance of clients on portal.

PERSONAL DEATILS

Father – Naresh Fating,
Mother – Manjusha Fating,
Married to – Divya Fating and
Having kid of 3.5 year,
DOB – 26 Oct 1987,
Languages – English, Hindi,
Marathi.
Home town – Nagpur.



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