Akash Tomar

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RELEVANT EXPERIENCE

- **Business System Analyst**   February '22 - Present
  Ameriprise Financials , Noida

  - Executed Salesforce Administration and configuration in Financial Service Cloud, optimizing system operations for enhanced user experience and business efficiency.

  - Led comprehensive requirement elicitation through stakeholder interviews, workshops, and surveys, translating business needs into well-structured BRDs, FRDs, and SRS documents.

  - Managed and customized Salesforce CRM, configuring product rules, pricing rules, discount schedules, and workflows to optimize quoting processes, ensuring data accuracy and scalability.

  - Successfully implemented and configured software applications, including Salesforce Cloud, portfolio manager, and eMeeting, executing data migration strategies with precision.

  - Aligned system configurations, including CRM, money movement, and portfolio management systems, with evolving business objectives through close collaboration with stakeholders.

  - Spearheaded Agile-Scrum ceremonies, fostering cross-functional collaboration with developers, admins, and product managers, ensuring timely achievement of project milestones.

  - Created detailed user stories and prioritized them based on business value, developed test plans, and led SIT, UAT, and regression testing to ensure high-quality deliverables.

  - Developed and maintained data dashboards and reports, providing critical insights for informed decision-making while gathering user feedback for ongoing improvements.

  - Provided end-user training and support through knowledge transfer, ensuring seamless adoption and alignment with business needs throughout project lifecycles.

- **Product Analyst**   May '21 - January '22
  Bankit Pvt Ltd, Noida
  - Managed flagship services with a monthly Gross Transactional Value of 1200Cr-1300Cr, analyzing transaction data for trends and insights.
  - Collaborated with internal and customer stakeholders to create prototypes, POC and mockups, using data to define business requirements.
  - Translated business requirements into user stories through data driven decision-making.
  - Maintained and prioritized the product backlog with high quality and value through data analysis of time, budget, and usage of the product features.
  - Customized and enhanced Salesforce Service Cloud with automating key processes and improving service operations, leading to faster issue resolution and enhanced retailer experiences.

  - Customized software to meet requirements: Tailored software applications to align with unique business processes and workflows, ensuring optimal functionality.

  - Conducted market research and data analysis to identify trends and insights, supporting product development and strategy.
  - Analyzed customer data and feedback to enhance product features and user experience, using SQL and other data tools.
  - Demonstrated strong research and analytical abilities, providing detailed and constructive feedback.

- **Business Analyst**   September '18 - May '21
  GENPACT, Noida
  - Led project scoping and objective definition, using data to facilitate clear communication channels for effective client requirement gathering. Worked on products related Account Payable (AP) and Account Receivable (AR) built on top of Salesforce platform.

  - Created custom Salesforce objects, fields, permission sets, email templates and profiles for the ARFlow-based core finance application, streamlining finance operations and ensuring secure, role-based access to critical financial data.

  - Used Salesforce data loader to insert, update, delete customer bulk data. Workbench and Salesforce inspector for different BAU functions.

  - Prepared requirement documents such as BRD and FRD by working closely with clients and internal teams, driven by data insights.

  - Created user stories and use cases, maintaining them through UAT and implementation with a data-centric approach.
  - Utilized Power BI for data processing and analysis, contributing to data-driven decision-making.
  - Demonstrated strong communication and collaboration skills, working effectively in team settings.

Skills

- **Technologies**: Salesforce CRM - Sales and Finance cloud, Python, SQL, Excel
- **Management Tools**: JIRA, Confluence, Service Now, Asana
- **Data Skills**: Data Analysis, and Visualization
- **Skills**: User Story, SIT, UAT, Cross Collaboration
- **Wire framing Tool**: Balsamic, Figma, Mockplus, MS Visio
- **Technical Tools**: Power BI, Qualtrics
- **Agile and Scrum Practices**: Business Analysis, Product Management, Stakeholder Management, Scrum, Agile

Education

- **Dr. APJ Abdul Kalam Technical University** July '14 - June '18
  Bachelor of Technology, Electronics And Communications Engineering.

Certificates

- Salesforce Certified Business Analyst

- Salesforce Certified Administrator

- Salesforce Sales Cloud Consultant

- Professional Scrum Product Owner

Achievements

- Awarded with Chairman Excellence Award 2022. **(AMMY Award)**

- Multiple recognition by the Financial Advisors.