

PRAVEEN KUMAR SUNKARA

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Summary

Results-driven Business Analyst with 7+ years of experience in Salesforce implementations, product management, and end-to-end project lifecycles. Proven ability to drive product vision, gather comprehensive requirements, and lead successful implementations from conception to deployment. Certified in Salesforce.com, with a strong track record of delivering cost-effective, high-performance solutions. Expertise in Functional Leadership, Product Ownership, and Agile/Waterfall methodologies.

Areas of Expertise

- Business Analysis
- Product Management
- End-to-End Implementation
- Requirements Gathering & Analysis
- User Story Creation
- Process Mapping & Reengineering
- Stakeholder Management
- Functional Documentation (FRD, Technical Specs)
- Agile & Waterfall SDLC
- Project Management
- ROI/IRR Analysis
- Salesforce Implementation & Consulting

Salesforce Platform Skills

- Salesforce Lightning Experience
- Salesforce User Management
- Salesforce Data Modeling
- Salesforce Data Sharing
- Salesforce Automation (Process Builder, Flows)
- Salesforce Analytics (Reports, Dashboards)

Professional Experience

LTIMINDTREE (End Client: Google)

Product Owner / Senior Business Analyst (Senior Engineer - Cloud Services and Software)

- (AUG 2022 - 12 Aug 2024)
- Served as Business Solution Architect for Google's Salesforce Field Service Implementation, managing multiple Salesforce orgs.
- Drove end-to-end implementations, including gathering requirements, designing solutions, and overseeing deployment.
- Led client interactions for new implementations and enhancements, providing functional and technical expertise.
- Developed Functional (FRD) and Technical Documentation.
- Managed sprint planning, backlog, and user story creation.
- Conducted KPI metrics and reporting.
- Identified, mitigated risks, and resolved implementation issues.

Cloudbyz (ST ENGINEERING iDirect)

Product Owner / Senior Business Analyst

- (Nov 2021 - July 2022)
- Served as Product Manager and BA for ST Engineering iDirect's Field Service Implementation.
- Managed end-to-end implementation of Cloudbyz PPM tool for Incident Management across Wipro Teams (Sales Cloud, Quote to Cash).
- Elicited and documented detailed business requirements.
- Designed and built tools according to gathered requirements.

Appheinz Inc. (Freelancing)

- **Product Owner / Senior Business Analyst** (Nov 2020 - Oct 2021)
- Managed various Salesforce orgs, focusing on new implementations and enhancements.
- Gathered requirements, created documentation, and provided functional solutions.
- Facilitated sprint planning and ensured business objectives were met.

Cereblis (End Client Cloudbyz)

- **Product Owner / Senior Business Analyst** (FEB 2020 - Oct 2020)
- Managed implementation of Cloudbyz PPM tool for Incident Management.
- Led Health Cloud Implementation, integrating Remedyforce with Cloudbyz Ticketing tool via Rest API.
- Mapped data, configured milestones/SLAs, and designed the ITSM tool.

Cohen Handler Pty Ltd

- **Salesforce Admin & Business Analyst** (2 years)
- Drove end-to-end Salesforce and Pardot implementation for Australia's leading property buyer's agency.
- Managed project scope, requirements workshops, solution design, and deployment.

- Handled budget, man-hours cost estimates, and project revenue figures.

Key Achievements in Product Management & Implementation

- Successfully led end-to-end implementation of several salesforce projects as a Business Analyst, resulting in quantifiable results, e.g., improved efficiency by 20%, cost savings of 10% .
- Developed and executed product roadmaps, aligning with business objectives and stakeholder needs.
- Streamlined business processes through analysis and system-based solutions, reducing operating costs.
- Created digital roadmaps and communicated business/technology solutions, improving ROI/IRR.

Education | Credentials

- **Master of commerce Marketing & International management** | 2015-17 | Charles Sturt University (Melbourne)
- **Bachelor of technology Mechanical** | 2010-2014 | Jawaharlal technological university
- **10+2/Intermediate** | 2008-10 | Board of Intermediate Education
- **10th** | 2007-08

Certifications

