

ALI KHAN

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Objective

To work in an organization where I can effectively utilize the knowledge and skills that I have developed through education and experience and where I can get good experience for organization's growth and for my own. I will leave no stone unturned to prove my efficiency and fitness for the post applied for.

Experience

- **Business Analyst** at DKSH, Bangkok **(June, 2016– Present)**
- **Business Analyst** at eDev tech **(July, 2014 – June, 2016)**
- **Salesforce.com Consultant** at Aphidas, Dubai **(Jan, 2014 – June, 2014)**
- **Software Engineer - SharePoint/Salesforce.com** at Viftech Solutions (Pvt.) Ltd **(Feb, 2013 - Dec, 2013)**
- **Associate Software Engineer** at Systems Ltd. **(Oct, 2012 - Jan, 2013)**
- **Junior Salesforce.com Consultant** at Sakonent **(March, 2011 - September, 2012)**
- Internship at Techweavers IT Solution
- Internship at Information Technology Department of General Tire Limited

Responsibilities

- Liaison communication with Business Stake holders and Product development team.
- Attend requirements gathering sessions and proposed solutions.
- Write technical documentation for the product.
- Proven ability to gather, model and document business and functional requirements for enterprise applications.
- Experience in creating business requirement specifications (BRS / DBRS) expressed as user stories, use cases, contextual and visual diagrams, workflow diagrams, technical scopes, scenarios, Impediments and Infrastructure work.

- Manage production support issues and client expectation.
- Backlog Grooming and maintain Product backlog.
- Participate in the daily Scrums, Sprint Planning Meetings and Sprint Review and providing feedback to the team.
- Make rapid tactical development decisions if they impact functionality or usability.
- Competitor analysis, creating visual requirements and recommending UI and future direction for the product.
- Work with offshore clients and understood their business needs.
- Conduct user training sessions.
- Prepare and deliver system training guide and end user manuals.
- Proven ability to independently perform customization ,configuration, testing, implementation, documentation and updating as it relates to the Salesforce.com software and system administration
- Manage Salesforce.com CRM application. Responsible for maintaining the functional areas of data management, forecasting, deal registration, contacts, leads, campaigns, opportunities, quotes, dashboards and reports etc.
- Implement new enhancements including creation of custom objects, workflows, email alerts and templates, and campaigns
- Maintain multiple user roles, security, profiles, workflow rules, etc. Support train new end users on the salesforce.com application
- Solid business analysis skill and have good inter-personal skills and be able to mentor & motivate team members.
- Comfortable in rapidly changing and sometimes ambiguous work situations. Keen attention to detail and complex problem solving abilities from operational and technical perspective. Ability to work independently and engage supervisor as needed.
- Experience documenting and analyzing processes, procedures, and/or policies. Ability to handle full workload and meet proposed deadlines.

Technical Skills

- Requirements Gathering
- Documentation
- Functional Specification
- Testing and UAT
- Implementation Support
- Salesforce.com CRM (Configuration and Customization)
- SmartOffice4TFS
- Boomi Atmosphere

- Informatica Integration Tool
- Html, CSS
- Business Scoping

Education History

2012-2014	MBA-Marketing from University of Karachi
2007-2010	BS (Computer Science) from University of Karachi
2005-2006	F.Sc Pre-Engineering from Adamjee Govt. Science College
2003-2004	Matriculation from Karachi Board

Personal strength

- Comfortable and willing to perform enquiry calls/Go To meeting with clients.
- Communicate and negotiate with stakeholders on solution and scope of work.
- Strong team-working abilities.
- Positive “can do” attitude to work.
- Self-motivated with an ability to work solo on projects.
- Exceptional analytic skills and conceptual thinking ability.
- Comfortable and willing to do presentations.