



AJINKYA BHALERAO



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Professional Skills Summary

- Over **7 years** of experience as **Business/Techno Functional Consultant** and around **4 years of hands-on experience in Salesforce.com**.
- Working closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute **Salesforce processes** & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment.
- Have good **understanding and hands-on** on **Salesforce Quote-to-Cash, Configure Price Quote (CPQ), Salesforce Billing & CLM (Contract Lifecycle Management)**
- Proficiency in **SFDC administrative tasks** like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Validation Rules, Workflow Rules and Approval Processes**.
- Possesses knowledge of **Software Development Life Cycle (SDLC)** including analysis, design and review of business and software requirement specifications, testing methodologies and techniques.
- Well versed in **Business Analysis** knowledge like Business Analysis Planning and Monitoring, Elicitation and Collaboration, Requirements Lifecycle Management, Stakeholder Management, Strategy Analysis, Requirement Analysis & Design Definition and Solution Evaluation.
- **Skilled in Documenting:**
 - **Requirements Docs:** Business Requirements (BRD), System Requirements Specifications (SRS/SRD), Functional and Non-Functional Requirements (FRS/FSD, NFRS/NFSD), Requirement Management Plan, Project Plan, Use Cases.
 - **Agile and Tracking Docs:** Project Vision docs, Epics, **User Stories, Product Backlogs, Requirements Traceability Matrix (RTM)**, Test Scenarios, Test Cases (IT/UT), Responsibility assignment matrix (**RACI**), Wireframes, Prototype, Mockup.

Technical Competency

- **Documentation/Modeling Tools:** **Atlassian JIRA**, IBM Rational Requisite PRO, Rational Clear Case, HP Quality Center, Balsamiq, Axure, Draw.io, MS Office (Word, PowerPoint, Excel), **MS Visio, Adobe XD, MURAL Tool**.
- **Project Management Tools:** MS Project, WBS Chat Pro.
- **Languages and DB:** SQL, HTML, XML, IBM DB2, Oracle, MS SQL, **Salesforce.com (Sales/Service Cloud/CPQ/FSL and Lightning Component Framework)**

Certifications

- **Salesforce Certified Administrator (Credential ID – 21601308)**

Education

- **University of California, Los Angeles** GPA: **3.7/4.0**
Full-time Specialized Business (Analytics/Marketing) Diploma
- **University of Pune, India.** GPA: **3.5/4.0**
Master of Business Administration (MBA)
- **Delhi University, India.** GPA: **3.8/4.0**
Bachelors of Arts in International Hospitality Administration

Employment Summary

Blue Flame Labs, Pune, India

Designation: Senior Salesforce

Techno Functional Consultant

Duration: December 2020 -

Present

- Communicating with clients on a regular basis to gather requirements, solving queries and giving updates.
- Involved in **CPQ/Billing design & mapped to SFDC custom requirements.**
- Configured **product bundling & pricing** for 500 plus products.
- Applied various discounts or markups to customize **pricing on products.**
- Modified cart **configurator** based on customer requirements.
- Implemented overall configuration (creating/modifying **product rules & price rules**)
- Created a guided selling process with the **quote** process.
- Worked with advanced approval rules, approval conditions, variables to match business requirements.
- Worked with native **Salesforce Quote to Cash functionality such as Opportunities, Product configurations, Product Rules, Price Rules, Quotes, Orders and Contracts, Lead to Cash business processes.**
- Used Apex data loader, import wizard to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.
- Responsible for performing administrative and configuration functions.

Eastern Enterprise, Pune, India

Designation: Senior

Business Analyst

Duration: December 2019 -

June 2020

- Practicing **Agile/Scrum Methodology** for the on-going E-Commerce projects.
- Conducting daily stand-up meetings with the entire team & work on deviations or road blocks if any.
- Creating **user stories & acceptance criteria in JIRA** and making sure the development team is able to understand it successfully.
- Interacting with the European clients on daily basis & working on the requirements & there limitations if any from Front End/Back End/ DB point of view.
- Creating **wireframes/prototypes** to support the **projects' functional requirements.** Working closely with the Project Manager/Scrum Master for **sprint planning.**

Allscripts, Pune, India

Designation: Functional

Analyst

Duration: September 2018

- November 2019

- Involvement in major **Migration, Enhancement & Integration projects** right from project kick-off.
- Preparing project plans for **ServiceNow** related enhancements & successful deployment of these enhancements as per the project plan dates.
- Working on **Salesforce.com & ServiceNow** related incident, requests and enhancement requests related tickets, quick analysis of the issue followed by convincing problem solving with smooth deployment of the tickets.
- Clearly communicated enhancements, new developments, releases, support, and training to **Business stakeholders** and customers.
- Facilitated business requirement interview workshops by working with business stakeholders to reach solutions.
- **Configuration of user security permission** in compliance with organizational need such as **security model, managing Profiles, Permission sets, Field Level Security and implemented sharing settings using roles, public group, org- wide default, role hierarchy and sharing rules.**
- Good Experience in using **SOQL for Querying** and **SOSL for searching Data.**

Opulent Infotech Pvt. Ltd,

Pune Area, India

Designation: Business

Analyst

Duration: November 2016 – May 2018

- Gather and understand **User Requirements** through user interviews and brainstorming sessions.
- Analyze **requirement documents** by identifying ambiguous, incomplete and incorrect requirements and created the Business Requirements Document (**BRD**), Functional Specifications document (**FSD**) and **Use case Specifications**.
- Involved in Requirement Analysis, Use Case development, **UML modeling**.
- Produce a **Traceability matrix** by tracking, managing and tracing all the requirement types (needs, features and use cases)
- Attended **change request management (CRM)** sessions to create, track and schedule change requests. Clarify requirements for **Test script and test case** generations.
- **Performed GAP analysis** to understand the gap between the actual and planned performance of the application. Recommended potential alternative solutions and **project strategies** post studying the problem areas.

Client: American Express,

New York

Designation: Associate

Business Analyst

Duration: May 2016 – August 2016

- Worked with the Global Corporate Payments division on **Salesforce features** to streamline middle market corporate business processes.
- Organization of scrum team information, including creation, grooming and management of **Rally stories** and
- **Sprints Planning**.
- Setup, configuration and maintenance of all **Confluence and SharePoint data/knowledge storage**. Analysis of components used in various features for **technical process documentation** purpose.
- Regularly **interacted with the stakeholders** to gather **key requirements**.
- Determined and documented the **as-is and the to-be business process flows** and assisted in performing **ROI analysis**.

Horizon Technologies Inc.,
Sunnyvale, CA
Designation: Jr. Business
Development Analyst
Duration: July 2015 – April
2016

- Interacted with clients to elicit and finalize the **business requirements** for the application.
- Collected and **translated business requirements** into detailed, production-level **technical specifications**, new features, and enhancements to existing **technical business functionality**.
- Organized and **facilitated meetings** with the process owners, SME's and the development team, and elicited requirements by interviews, questionnaires and **JAD sessions** with the purpose of defining the functional business and system requirements.
- Developed **Business Requirement Document (BRD)** and **Use Cases Specification/Document** for various **Use Cases**. Elaborated business process models in **Agile Methodology** to document existing and future business processes.
- Assisted in **process modeling**; conducted and participated in intermittent JAD sessions with system users. Created and managed **Project templates, Use Case project templates** and traceability relationships.
- Interacted extensively with **development and QA teams** in order to resolve technical and implementation issues.

Godrej & Boyce Mfg. Co. Ltd,
Pune Area, India
Designation: Marketing
Business Analyst
Duration: June 2013 – August
2014

- Examined competition to **evaluate market penetration**.
- **Analyzed sales activities, marketing campaigns**, organizations, customers, **pricing**, and **competitors** in detail, with charts, graphs and explanatory texts.
- Effectively **researched** areas of the market regarding **customer needs** and **brand perceptions**. Worked in coordination with Product Management to identify possible opportunities.
- **Designed focus groups** as well as surveys to capture relevant **market research data**. Carried out **customer satisfaction surveys**, compiling results into **detailed reports**. Conducted regular **industry analysis: Social, political, technological and economical**.