

Nandan Mukkawar

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PROFILE SUMMARY

Salesforce Business Analyst with 3+ years of experience delivering end-to-end CRM solutions across Sales Cloud and Service Cloud. Adept at gathering business requirements, designing Salesforce solutions, and collaborating with cross-functional teams to ensure seamless implementations. Proven track record of driving digital transformation, improving stakeholder satisfaction, and optimizing business operations through data-driven insights and scalable Salesforce solutions.

EXPERIENCE

Accenture – Salesforce Business Analyst

Pune, India | 2022 – Present

- Led business requirement workshops, stakeholder interviews, and end-to-end process documentation across CRM implementations.
- Translated business needs into Salesforce functionalities using declarative tools like Flows, Validation Rules, Reports & Dashboards.
- Acted as the primary liaison between business and technical teams, supporting sprint planning and backlog grooming in Agile environments.
- Conducted UAT sessions, coordinated go-live activities, and supported post-implementation system validation.
- Ensured data governance and reporting accuracy by developing custom dashboards and automated insights.
- Managed L1/L2 support tickets, prepared knowledge base articles, and provided user training sessions to enhance adoption.
- Supported third-party and internal API integrations with a focus on performance, compliance, and scalability.

Avinashi Industries Pvt. LTD – Operations Associate

Nanded, India | Internship - 2022

- Streamlined daily operations, achieving a 10% improvement in process efficiency.
 - Implemented a new inventory tracking system, increasing data accuracy by 15%.
 - Analyzed KPIs to uncover opportunities for optimization, enhancing operational workflows.
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EDUCATION

B.Tech in Mechanical Engineering

Vishwakarma Institute of Information Technology, Pune | 2018 – 2022

Project: Investigation on Machining Performance Using Machine Learning Techniques

CERTIFICATIONS

- Salesforce Certified Sales Cloud Consultant
 - Salesforce Certified AI Associate & AI Specialist
 - Salesforce Certified Platform App Builder
 - Salesforce Certified Administrator
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TECHNICAL SKILLS

Salesforce CM, Sales Cloud, Service Cloud, Jira, Azure DevOps, FRD, BRD, User Stories, Reporting & Dashboards

SOFT SKILLS

Stakeholder Engagement, Business Process Mapping, UAT & QA Coordination, Agile Project Delivery, Cross-functional Collaboration, Training & Onboarding, Requirements Documentation, Problem Solving, Communication & Presentation
