VIJAY PRAKASH SINGH

[vijayprakash@cccinfotech.com](mailto:vijayprakash@cccinfotech.com)

+91-9871148437

Summary

* Total 5 year of experience in services including 1.5 years of experience in SFDC CRM.
* Extensive knowledge of Salesforce CRM configuration & business understanding.
* Extensive knowledge in Salesforce sales and service process modules & Marketing.
* Ability to understand the client requirement and deliver to end developer to execute smoothly.
* Excellent communication skills.
* Extensive experience sales-force custom application development.
* Extensive knowledge of data integration tool like Informatica cloud & jitterbit.

Skills

|  |  |
| --- | --- |
| CRM | Salesforce CRM |
| Tools | Data Loader, Informatica , jitter bit |
| Process | Software Development – Agile Development |

Passport status

|  |  |
| --- | --- |
| Passport Number | K7690922 |
| Visa | No |

Selected Project Experience

|  |  |
| --- | --- |
| CCCINFOTECH | PUVVNL(Govt. Project) |
| Duration | AUG 2015– Present |
| Position | Sr. Business Analyst |
| Responsibilities   * Business meetings & discussion. * Technical requirement discussion. * Offline Application documentation & trainings. * Designing the BRDs. * End to end client interaction. * Data loading * Application and database Configurations. * Working with development team and detail explanation of business needs. | |

|  |  |
| --- | --- |
| CCCINFOTECH | SFIA |
| Duration | APR 2015– AUG 2015 |
| Position | Sr. Business Analyst |
| Responsibilities   * Business meetings & discussion. * Technical requirement discussion. * CRM Application documentation & trainings. * End to end client interaction. * Data loading * MySQL to Configurations. * Working with development team and detail explanation of business needs. | |

|  |  |
| --- | --- |
| CCCINFOTECH | PRESTO |
| Duration | JAN 15 2014– APR 2015 |
| Position | Sr. Business Analyst |
| Responsibilities   * Business meetings & discussion. * Technical requirement discussion. * CRM Application documentation & trainings. * Designing the BRDs. * End to end client interaction. * Data loading * CRM Configurations. * Working with development team and detail explanation of business needs. | |

|  |  |
| --- | --- |
| CANON INDIA | JPSI, ABB |
| Duration | Sep 10 2009 – Dec 2014 |
| Position | Assistant Sales/Service Manager |
| Responsibilities   * Responsible for sales promotion and sales meeting. * Managing the daily Progress Report of Services & Customer satisfaction. * Audit on customer place regarding customer satisfaction. * Monitoring the Database of sales and service activity. * Quarterly meeting with Head of the Department in parents companies for business development * Managing the team of service engineers & getting maximum output and customer satisfaction. * I do all these job confidently because this platform is based on our business and I believe that   every customer is valuable for the company and for me | |

salesforce Appexchanges applications

|  |  |
| --- | --- |
| Vertical Response | Email marketing tool. |
| GoCloudz | Quote Application tool to generate quote dynamically. |
| Case Merge Premium | End user can merge multiple cases in different scenarios. |
| APPTUS | Contract Management (CPQ app) |
| I Connect | Email marketing tool. Marketing |

Employment History

| Date | Company Name | Role |
| --- | --- | --- |
| Jan 14 2015 – Present | CCCINFOTECH | Sr. Business Analyst |
| Sep 10 2009 – Dec 2014 | CANON INDIA | Assistant Service Manager |

Qualifications

| Level | Subject | College / University |
| --- | --- | --- |
| Masters | MBA Marketing | SMU |
| Bachelor | Science | VBSP University Jaunpur (UP) |