VIJAY PRAKASH SINGH

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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

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

Passport status

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

Selected Project Experience

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| 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.
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| 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.
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| 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.
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| 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

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| --- | --- |
| 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) |