SUTAR D

Salesforce Business Analyst, 4+ years experience
Mumbai, India
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Business Analyst and Solutions Engineer with 3+ years driving enterprise transformation through Salesforce, CRM systems, and data-driven automation. Expert in requirements engineering, SQL analytics, API integration, and stakeholder management across financial services. Proven ability to architect scalable solutions, optimize workflows, and deliver measurable business impact through crossfunctional collaboration and technical innovation.

INDUSTRIES: Business management, Banking

TECHNICAL SKILLS

• Business analysis	4 years
• Salesforce	3 years
• sales cloud	3 years
• Agile Scrum	3 years
• Sales & Service Cloud	3 years

PROJECT DETAILS

• BRD

Project Description: Prepare and maintain Business Requirement Documents (BRDs) and related technical/functional documentation for system enhancements. Coordinate deployments across environments, ensuring smooth promotion from development to UAT and Production. Conduct and manage UAT testing, validate business scenarios, and obtain stakeholder sign-off prior to production release. Perform Post Validation Testing (PVT) after production deployment to ensure stability, accuracy, and compliance with business requirements. Facilitated communication between business users, development teams and QA for quality delivery

Responsibilities: Gather and analyze business requirements from stakeholders, translate them into functional specifications, and coordinate end-to-end implementation. Prepare and maintain Business Requirement Documents (BRDs) and related technical/functional documentation for system enhancements. Coordinate deployments across environments, ensuring smooth promotion from development to UAT and Production. Conduct and manage UAT testing, validate business scenarios, and obtain stakeholder sign-off prior to production release. Perform Post Validation Testing (PVT) after production deployment to ensure stability, accuracy, and compliance with business requirements. Facilitated communication between business users, development teams and QA for quality delivery

Technologies: SQL (Advanced - PostgreSQL, MySQL), Python, JavaScript, RESTful/SOAP APIs, Docker, DevSecOps, Git, CI/CD Pipelines, CRON Jobs, Automated Workflows, Salesforce (Admin & Development), ServiceNow, CRM Next, JIRA, Confluence, BRD/FRD, User Stories, Process Ma

Industry: Business management

Link: https://devesh-sutar-aie54a3.gamma.site/

• HDFC Bank

Project Description: HDFC Sales Private Limited Engineered end-to-end Salesforce solutions for retail asset journeys, implementing automation and self-service workflows that reduced processing time by 40% and increased customer satisfaction scores by 25%. Authored 30+ comprehensive BRDs, user stories, and technical specifications, serving as primary liaison between IT, Product, and Business teams to ensure 95% on-time delivery of critical initiatives. Redesigned BSA CRM Lead module architecture, accelerating lead assignment by 35% and boosting conversion rates by 20% through enhanced tracking, routing logic, and data quality improvements. Developed complex SQL queries for data extraction, validation, and performance analytics, delivering actionable insights that informed strategic decisions and supported executive dashboards. Drove post-deployment analytics and user adoption measurement, identifying optimization opportunities that increased system engagement by 30% and feature utilization by 40%. Orchestrated vendor partnerships, budget planning, and approval processes for platform integrations and upgrades, maintaining 99.5% uptime while reducing operational costs by 15%.
Responsibilities: HDFC Sales Private Limited Engineered end-to-end Salesforce solutions for retail asset journeys, implementing automation and self-service workflows that reduced processing time by 40% and increased customer satisfaction scores by 25%. Authored 30+ comprehensive BRDs, user stories, and technical specifications, serving as primary liaison between IT, Product, and Business teams to ensure 95% on-time delivery of critical initiatives. Redesigned BSA CRM Lead module architecture, accelerating lead assignment by 35% and boosting conversion rates by 20% through enhanced tracking, routing logic, and data quality improvements. Developed complex SQL queries for data extraction, validation, and performance analytics, delivering actionable insights that informed strategic decisions and supported executive dashboards. Drove post-deployment analytics and user adoption measurement, identifying optimization opportunities that increased system engagement by 30% and feature utilization by 40%. Orchestrated vendor partnerships, budget planning, and approval processes for platform integrations and upgrades, maintaining 99.5% uptime while reducing operational costs by 15%. Monitored SLAs and system performance metrics, proactively identifying bottlenecks and implementing process improvements that enhanced operational efficiency across business functions.
Technologies: SQL (Advanced - PostgreSQL, MySQL), Python, JavaScript, RESTful/SOAP APIs, Docker, DevSecOps, Git, CI/CD Pipelines, CRON Jobs, Automated Workflows, Salesforce (Admin & Development), ServiceNow, CRM Next, JIRA, Confluence, BRD/FRD, User Stories, Process Ma
Industry: Banking
Link: https://devesh-sutar-aie54a3.gamma.site/

EDUCATION

• Masters degree in MSC IT from Vidyalankar Institute of Technology 2021 - 2023

LANGUAGES

• English - native

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