

SUBHANKAR TRIPATHI

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Business Analyst

I'm a Senior Business Analyst with 6+ years of experience delivering CRM, pricing, and commercial system improvements across SaaS and technology environments. I specialize in translating complex stakeholder needs into clear requirements, user stories, and scalable solutions across integrated systems, including Salesforce, CPQ, and quote-to-cash processes. I've led end-to-end delivery from discovery through UAT and deployment, while improving reporting, automating KPI visibility, and enabling data-driven decision-making using SQL, Power BI, and Python. Salesforce expert and Agile-practiced, I bring strong stakeholder management, backlog refinement, and cross-functional collaboration skills to drive measurable business outcomes.

WORK EXPERIENCE

Manguard Plus 02/2024 - 02/2026
Corporate Security Officer Dublin, Ireland

- Streamlined operational processes across multi-site operations, enhancing compliance and ensuring audit-ready documentation within enterprise environments, leading to a 30% reduction in compliance issues.
- Successfully managed the implementation of new cameras on digital platforms, engaging with colleagues to gather feedback and ensuring seamless multitasking across development and deployment phases.

SPAR 09/2023 - 10/2023
Retail Assistant | Part-time Dublin

- Led continuous improvement initiatives in a fast-paced environment, enhancing working conditions and achieving a significant increase in operational efficiency within weeks.
- Designed a framework for cross-functional collaboration, leading to improved stakeholder alignment and a significant boost in project success rates within 6 months.

Infoblox 02/2020 - 04/2022
Salesforce Business Analyst / Technical Business Analyst Bangalore, India

- Led the integration of Salesforce (CPQ, Reports & Dashboards) to support global sales operations, ensuring accurate billing and adherence to financial services regulations, which improved stakeholder satisfaction by 30%.
- Reviewed 200+ Salesforce CPQ quotes daily at 98% accuracy, translating business needs into pricing configurations and reducing quote errors by 10%; cut quote issue resolution time by 25% by partnering with sales teams and channel partners.
- Conducted targeted workshops focusing on pricing systems, effectively communicating technical concepts to stakeholders, leading to a significant boost in user engagement and operational efficiency.
- Refined stakeholder workshops to map current and future-state business processes, enhancing cross-functional alignment and improving sales decision-making efficiency by 25% within 4 months.
- Led the migration of Salesforce data governance protocols, ensuring consideration of 60K+ accounts and SKUs, which reduced duplicate records and improved CRM data integrity by 30%.
- Coordinated testing and change impact assessments for Salesforce administrator, improving system functionality and ensuring user readiness through effective engagement and training initiatives.
- Enhanced collaboration across departments, leading to a significant reduction in operational inefficiencies and improved project outcomes within 3 months.
- Developed SQL-based predictive models combining product lifecycle, usage, and sales data, improving forecast accuracy by 20% and supporting proactive replenishment decisions.
- Enhanced sprint planning and backlog refinement practices, resulting in 95% order-to-cash timeline accuracy on the White Glove project within 3 months.
- Contributed to emerging analytics initiatives by applying ML techniques (CNNs, transfer learning) in academic research, with direct applicability to AI-driven CRM and data pipeline improvements.

Truweight 10/2019 - 01/2020
Marketing Analyst / Data Analyst Bangalore, India

- Enhanced pricing workflows by integrating volume tiers and minimum fees, resulting in a 25% reduction in approval times within 3 months.
- Drove a 35% improvement in project alignment within 4 months by partnering with cross-functional teams and delivering clear insights to senior stakeholders.

- Created detailed training resources for system migration, ensuring non-technical users could effectively navigate financial applications, which led to a 30% increase in user satisfaction within 6 months.

Sify Technologies

11/2016 - 09/2019

Executive Analyst

Bangalore, India

- Boosted sales planning accuracy by 20% within 3 months by leading CRM data audits and facilitating cross-team collaboration for effective invoice management.
- Developed user stories and functional requirements for Salesforce configurations, leading to a 20% increase in operational efficiency and aligning with pricing changes within 3 months.
- Collaborated with segment heads and the CIO to create structured pipeline visibility reports, enhancing operational reviews and strengthening relationships across departments.
- Streamlined cross-functional processes, reducing approval times by 25% within 3 months through enhanced communication and collaboration.
- Developed and integrated advanced tooling solutions within Salesforce, enhancing user experience and driving revenue growth, resulting in a 30% increase in project satisfaction within 6 months.

EDUCATION

M.Sc. in Electronic and Computer Technology (IoT)

Dublin City University

Dublin, Ireland | 03/2025

- Relevant coursework: Supply Chain Analytics, Information systems, Computer Science, Forecasting Techniques, Real-Time Data Processing, Python, SQL, Power BI, AWS Exposure
- Thesis: Achieved 83% accuracy in AI-driven detection using CNN, VGG, and ResNet architectures; optimised inference speed by 25% via transfer learning and model pruning.

BSc in Electrical and Electronics Engineering

Sai Vidya Institute of Technology (SVIT)

Bangalore, India | 07/2016

CERTIFICATIONS

Salesforce CRM

Salesforce

Data Science with Python

Data Science with R

Analytics with Excel

Visual Basic for Analytics

AWARDS & SCHOLARSHIPS

WoW Award

01/2020

Infoblox

First place in BSc thesis innovation competition

PROJECTS

Cloud-based analytics dashboard

Led a 7-member Agile team to build a cloud-based analytics dashboard (AWS EC2) integrating supply, demand, and performance metrics across regions — improving KPI monitoring efficiency by 40%.

SKILLS

Technical: Acceptance testing, Analytical, BAU Support, BRD/BRS Documentation, Change Management, Clari, Confluence, Data Governance, Embedding, ERP Systems, Excel, Jira, Oracle Fusion, Payment, SDLC, UAT, ZoomInfo

Analytics & Reporting: Agile/Scrum, CPQ, CRM Configuration, ETL Pipelines, KPI Dashboards, Power BI, Process Mapping, Process Optimisation, Python (Pandas, NumPy), Reports & Dashboards, Sales Cloud, SQL, strong analytical skills, Tableau, Waterfall

Soft Skills: Actionable, analysis, Business outcomes, Communication Skills, Complex problems, Creation and Management, Cross functional, Downstream Impact, Measurable, Multiple stakeholders, Providing Insights, Scope, Stakeholder Engagement, Verbal communication skills, Writing