

SAFIYA MOHAMMAD

DEVELOPER & BUSINESS ANALYST PROFESSIONAL

Scaling new heights of success and leaving a mark of excellence in assignments which involve analytical capabilities and professional growth in **Business Analysis and Management/ Development & Administration**

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Profile Summary

- ❖ A Proficient **Business Analyst**, with a flair for adapting quickly to dynamic business environments and adopting pragmatic approach in improvising on solutions and resolving complex business issues, offering **nearly 9 years of experience**
- ❖ **Leveraged skills** in understanding client process and conducting trend analysis to understand user needs and translating them into solutions that save time, eliminate redundancies and improve quality
- ❖ **Proven capabilities** in requirement analysis, system designing, process planning / scheduling, and Acceptance testing and project management
- ❖ **Comprehensive knowledge of project management** and development methodologies and working knowledge of project management tool
- ❖ Experience in **designing systems / procedures** for change in **IT project operations** to design technical solutions, ensuring business functionality adherence & enhancing competitive advantage
- ❖ **Proven track record in working on** Set-up / configuration such as users, profiles, security and sharing settings, page layouts, workflows, approvals, validation rules, record types, Communication templates, reports, dashboards so on
- ❖ **Certified** Developer (401) & Admin (201) from Force.com, **gained extensive knowledge on** Force.com Migration Tools such as Force.com IDE, Apex Data Loader and ANT as well as HTML, CSS, JavaScript and Boot strap; **worked on various project customization using** Salesforce.com, experienced in Apex, Visual Force, Apex Data Loader, Triggers, Batch apex, Schedule Apex, Dynamic Apex; attended **training in CFQ** in 2019
- ❖ **Strong leader & team player**; excellent motivational skills to sustain forward growth momentum while motivating peak individual performance from team members



Core Competencies

Business Analysis



Process Excellence



Salesforce Management



Unit Testing



Stakeholder Management



Data Modelling/Analysis



Software Development & Administration



Project Management



Risk Management



Soft Skill



Education



MCA from Shadhan Institute of Computer Studies, Hyderabad, Osmania University



Certifications



IT
SKILLS



- ❖ **Development on force.com:** Apex Language, Apex Trigger, Apex Classes, Visual Force, Custom Components, Wrapper classes, Boot Strap
- ❖ **Configuration:** Sharing Settings, Profiles, Roles, Workflow & Approvals, Reports& Dashboards, Security Controls, Sites
- ❖ **Migration Tools:** Apex Data loader, and Import wizard
- ❖ **Deployment Tools:** Change Sets, Force.com Id, workbench



Career Timeline



Work Experience

Apr'17 - Present
VMware, Bengaluru
as Business Analyst-II

Key Result Areas:

- ❖ Mapping requirements & providing best solutions to the clients involving evaluation & definition of scope of project & finalization of project requirements
- ❖ Effectuating pre-planned strategies for accomplishment of performance milestones; understanding & coordinating for client's needs/ enhancements, customizing the same accordingly and consulting with the Technical Team
- ❖ Supporting Lead BA activities e.g. to create, maintain and report on the program end-to-end view, identify project and program risks, identify impact to business and provide input to any risk/issue mitigation strategies
- ❖ Proposing approach and solutions, functionality feasibility analysis to client and development teams
- ❖ Holding review meetings to monitor progress of the project as per schedule / budgets, and ensuring timely completion and delivery of project to the client; extending production support for applications
- ❖ Understanding process requirements and providing use cases for business, functional & technical requirements; managing the generation and execution of test cases accurately and within agreed time scales
- ❖ Working on full lifecycle implementation projects including business, As-Is & To-Be Analysis solution proposal, test cases, functional specification writing and documentation
- ❖ Managing the implementation phase by formulating project plans, planning resources and managing issues arising due to scope creep or other technical / personnel matters
- ❖ Providing support to Development, Testing, Implementation Teams and Support Teams and also providing trainings to Test Team and Development Team on functionality process flows



Previous Experience

Oct'16 –Apr'17
Salesforce.com, Hyderabad as Sr. Success Agent (Tier-2)-Developer support

Jun'14 - Sep'16
Accenture, Bengaluru as Sr. Software Engineer

Significant Achievements:

- ❖ Appreciated as Goddess of Tennor for multiple feedback from the customers
- ❖ Received Ambassador Award for providing Salesforce technical training to Physically disabled people as a volunteer program

Jun'11 - Jun'14
Cheric Information Network Technologies Pvt. Ltd., Hyderabad as Salesforce Developer



Personal Details

Date of Birth: 26th July, 1988

Languages Known: Hindi, English, Telugu

Address: Flat No.303, Sai Balaji Heights, Madhura Nagar Colony, Nizampet, Hyderabad - 500090

Title: AOC Project, Certification & Accreditations and MSC (Master services Competencies)

Role: Business Analyst

Organization: VMware Inc.

Description:

- ❖ Worked on Project to Support Transition for SFDC Projects
- ❖ Managed business process of CRM and PRM modules as well as relationships with multiple business teams for new solution features and technical support
- ❖ Administered internal client liaison, project and CR requests on priority
- ❖ Developed document functional business requirements, process flow diagrams, business case analysis of gaps
- ❖ Participated in end-to-end implementation preparation, including project management, problem management, interaction and change management;
- ❖ Assured deliverable are prepared to meet project requirements
- ❖ Created Test Scripts and use cases for the Business team to test the functionality developed
- ❖ Maintained UAT with end-users including coordination and sign-off of user acceptance
- ❖ Drafted CRM/PRM SOP (Standard Operating Procedures) to train SFDC support Team
- ❖ Spearheaded War Room for Project Launches as well as collaborated with Sales Group as an advisor on SFDC Application

Title: Support

Role: Senior Success Agent (Tier-2) Developer support

Organization: Salesforce.com

Languages: Sales Force, Apex, Visual Force and JavaScript

Architecture: MVC

Description:

- ❖ Played a key role in resolving the high severity level cases, prepared solution approach documents for the customer understanding
- ❖ Worked with Custom Objects, Fields, Validation Rules, Tabs, Custom Workflow, Formulas, User Management, Profiles, Roles and Permission Sets, Page Layouts. Reports, Dashboards and Email Template Customization, Apex Classes, Apex Triggers, Batch Apex, Schedule Apex, Visual Force, Standard and Custom Controllers

Client: VMware

Title: SFA Enhancements

Role: Developer

Organization: Accenture

Languages: Sales Force, Apex, Visual Force and JavaScript

Architecture: MVC

Description:

- ❖ Played a key role and worked as an Active Team Lead

Client: VMware

Title: Renaissance

Role: Developer

Organization: Accenture

Languages: Sales Force, Apex, Visual Force and JavaScript

Architecture: MVC

Client: CNI, CA

Role: Developer

Organization: Intergraph

Languages: Sales Force, Apex, Visual Force and JavaScript

Architecture: MVC

Client: Youth at Risk, NY

Role: Developer

Organization: Intergraph

Languages: Sales Force, Apex, Visual Force, Java and JavaScript

Architecture: MVC

Client: Drawloop

Role: Developer

Organization: Intergraph

Languages: Sales Force, Apex, Visual Force, Java and JavaScript

Architecture: MVC