**SHWETA JAISWAL**

**PROFESSIONAL SUMMARY**

* Certified **Salesforce Administrator & Business Analyst** with almost 7 years of diversified industry domains including IT, Reality Services and Financial Services focusing on **CRM, Learning Management, ERP, Supply Chain & Marketing**
* Successfully completed **Full life cycle Projects** as a Business Analyst covering - Implementation, Testing & Support after Deployment.
* Proficiency in **Business Test plan** Gathering, **Business Process Flows, Gap Analysis, Business Process Modeling and Business Analysis**. Extensive experience in interacting with customers and **Subjects Matter Experts (SME)** to gather business requirements across multiple business process areas.
* Expertise in documenting business requirements and system functional specifications including **BRD (Business Requirement Document) and FRD (Functional Requirement Document). Used SharePoint Portal for Repository Management.**
* Well versed in **Change Management, Gap Analysis, User Acceptance Testing (UAT), SWOT analysis, Cost Benefit Analysis, ROI analysis** to check the compatibility of the existing system infrastructure with new business requirement
* Experience **in use case design and analysis, Use Case Specification Documents (USD), scenarios, business processes, work flow diagrams, process flows and technical documentation**, using Unified Modeling Language (UML) and MS Office Suite including advanced MS Excel functions
* Good understanding of various **SDLC methodologies** - **Agile-Scrum, RUP- Rational Unified Process & Waterfall.**
* Certified **Scrum Master** with expertise in scrum artifacts (**User Stories, Sprint Backlog, Burn Down Chart**) and scrum ceremonies (**Sprint Planning, Sprint Review, Sprint Retrospective meetings)**
* Proficient in creating **user manuals** and participating with leads in user-training sessions
* Understanding for both the flows - **“Procure to Pay”** process as well as the **“Order to Cash”** process in Oracle Applications **ERP system**.
* Strong communication & leadership skills with an ability to interact with business users.

**CERTIFICATIONS**

Certified Salesforce Administrator

Certified Scrum Master

**EDUCATION**

Master of Business Administration in Marketing - Pune University, India - 2002

Bachelor of Commerce – Allahabad University, India – 2000

**TECHNICAL PROFICIENCY**

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| --- | --- |
| Methodologies | Waterfall, Hybrid (Waterfall transition to Agile), Agile- Scrum |
| Salesforce.com | CRM, Sales Cloud, Service Cloud, Community, Visual Force, AppExchange, Data loader/Import wizard |
| Salesforce Configuration skills | Salesforce, Lightning & Classic, Salesforce Mobile app, Integration, Process Builder, Workflow & Validation rules, Email Template, Custom Fields, Reports & Dashboards, Assignment Rules, Web-to-lead, Web-to Case, Knowledge Lightning. |
| Business Modeling Tools | IBM Rational Rose, MS Visio, Star UML, Adobe Creative Suite, WordPress, SnagIt, MS Office Suite, OneNote, Lucid Chart, JIRA & Share point |

**WORK HISTORY**

**BayOne Solutions – Pleasanton, CA July 2021 - Present**

They specialize in providing Talent and Solutions, help companies build teams.

**Salesforce Administrator & Business Analyst**

* Coordinate with Sales team and gather requirements to map & integrate data from JobDiva - an applicant tracking software to Salesforce.
* Responsible to find a solution to Integrate email software - Outlook, Outreach and Salesforce.
* Work on various Reports & Dashboards for better visual Data Analysis for the Sales Team.
* Responsible for Data Cleanup while import & export of Data to avoid discrepancies and accurate results.

**Mom Relaunch** - **San Francisco, CA** **April** **2020 – Present**

**Salesforce Administrator & Business Analyst**

**Learning Management System (LMS)**

Mom Relaunch offers a customizable web-based Learning Management System that provides a secure site for candidates to effectively create, manage, and track training, continuous learning, certification and development initiatives. As a Project Lead I am responsible for –

* Gathered requirements and had a thorough understanding of interpreting business needs and translate them into operational requirements and documenting it.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Process Builders and Approval Processes for automated alerts, field updates, and Email generation.
* Work with various functions and end users to identify, document, and communicate standard business processes as they relate to the database. Configure platform to meet requirements including installation and configuration of App Exchange applications
* Used Data de-duplication tool to ensure the quality of data being entered in the system
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams
* Created Custom fields, pick lists and dependent pick lists to the custom objects

**CRMS**

This Project requires web-based Customer Relationship Management (CRM) Solution that can be access via the internet, The County prefers a Software-as-a-Service model, either via a cloud or Contractor-hosted environment, which does not require a server infrastructure on premises at the County.

* CRM Solution - including Licensed Software, Implementation inclusive of any needed Customization and Interface Development, Training, Maintenance and Technical support.
* Created user stories from the Requirement Document provided
* Understood role hierarchies to generate custom fields and objects, work flow and validation rules, sharing model, OWDs, licenses, PSLs, approval processes, Web-to-lead, Web-to Case and custom Reports & Dashboards
* Worked on detailed Functionality Matrix, Interface Matrix & Security Matrix for the county.
* Prepared Estimation Document for all the extensive features, tools, customization, integration & users required to bid for the project.

**Shorenstein Realty Services - San Francisco, CA Dec 2016 – Aug 2018**

**Salesforce Business Analyst**

* Conducted various meetings and discussed enhancements and modifications to gather requirements with business users, stakeholders and product owner to identify Business Processes.
* Took part in gap analysis to understand what new changes were needed in the existing system.
* Analyzed and Mapped Data for two-way integration between Salesforce and Yardi Systems
* Indulged in data mapping and data migration and Integration in order to normalize and extract data from the data server to SFDC using Data Loader
* Created Page Layouts, Search Layouts to organize fields, Custom Links, Related Lists, and other components on a record detail and edit pages.
* Works extensively with Reports and Dashboards based on business requirements.
* Designed Lookup relationship fields, Master detailed relationship fields, Formula fields, Validation rules, Process builders, Workflows and Approval processes, Duplicate rules etc.
* Prepared User Acceptance Strategy and Test Plans for work order project
* Analyzed and collected business requirements, identified system interfaces and created the BRD by user interviews identifying ambiguous, incomplete and incorrect requirements.
* Assisted the Business and Project Teams with testing and issue resolution
* Conducted weekly Scrum to discuss about the progress of the project, mentored and coached Teams
* Prepared and documented Use-Cases using UML based on requirements gathered from stakeholders.
* Developed requirement specifications and process diagrams including Data flow diagrams.
* Deployed Salesforce components using Inbound and Outbound change sets for every sprint release.
* Supports Users on Issues related to Salesforce application.

**Yash Technologies - Hyderabad, India** **May 2006 – July 2008**

**Business Analyst – Oracle Applications**

* Conducted interviews with the clients for gathering requirements and evaluation/analysis of their data to convert the business requirements into IT specifications.
* Developed the business and functional requirements specification describing and prioritizing of the requirements
* Created and managed the change request process and analyzed the impact of the change on the application regarding Project Plan, Project Scope and Project Schedule.
* Prepared Module Configuration Documents for Oracle Applications iProcurement, PO, iSupplier, Procurement Contracts, INV modules setup
* Did setups for Oracle Applications P2P modules including Purchasing, Inventory and AP

**Redwood Consulting - Hyderabad, India** **June 2004 – April 2006**

**Business Analyst – Oracle Applications**

* Consulted the Subject Matter Experts (SME) and carefully recorded the descriptions by asking detail questions and documented them so that both business and technical teams could understand them.
* Conducted Gap Analysis to define the need of the proposed functionalities of the Oracle Applications system ((i-Procurement, PO, i-Supplier, Procurement Contracts, INV modules)
* Gathered Requirement for Conversion Programs Like Inventory Items Conversion, Purchase Orders in PO, Supplier Conversion and Requisition Conversion
* Resolved functional issues and oracle setup issues as per requirement.
* Completed the End user training and User Acceptance Test (UAT)