

Kaathyayani Vs

Seeking a quality IT environment in Salesforce to use my business analytical skills for organizational growth and also carve out niche for professional growth . An accomplished professional with 3+ years of demonstrated experience, currently acting as Salesforce Business Analyst.

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WORK EXPERIENCE

Salesforce Business Analyst

ABSYZ Software Consulting Pvt. Ltd.

09/2020 - 03/2021

Key responsibilities:

- Serve as liaison between customers and team developers to overcome applications issues and maintain established business relationships
- Work with end users and management to document, design, test and deploy complex processes. Prepare training material and provide training via web conferencing
- Monitor new Salesforce released features and functionality to provide recommendations for process
- Worked towards preparation of requirements management plan, business and functional requirement documents.
- Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
- Proactively communicated status of enhancements, change requests and defects and enhancement request process.
- Maintained documentation of current state systems and processes.
- Simultaneously supported multiple projects as assigned.

Salesforce Analyst

AHD IT Solutions

06/2017 - 08/2020

Key responsibilities:

- Conducted weekly stand-ups with client team
- Created and Managed Requirement Traceability Matrix (RTM) and Technical Design Documents
- Wrote detailed use cases including Business Rules, Supplementary Specification comprising both functional and nonfunctional requirement complementing with artifacts.
- Setup first SFDC implementation in the Company with 100+ users
- Created Web-to-Lead functionality, Profiles, Role Hierarchy, Permission Sets, Sharing Rules, Record Types and Page Layouts, Workflows and Approval Processes to reflect current business processes.
- Created/managed new app, custom objects with custom fields and validation rules, for tracking order and distributors in different locations and various conditions
- Created Executive Team dashboards; these dashboards consisted of current month sales, forecast, and activity, YTD sales.
- Prepared deck for UAT & gathered feedback and followed up with further updates.

SKILLS

Active Listening

Communication

Business Analysis (Scope, Gap Analysis, Use Cases, etc)

Data Analysis (Visualization, Presentation)

Project Management

EDUCATION

St. Francis Degree College for Women (2014 - 2017)

- B.Sc. Computer Science

CERTIFICATION

Certified Salesforce Administrator

Certified Salesforce Sales Cloud Consultant

Certified Salesforce Platform App Builder

ACHIEVEMENTS

Salesforce Configuration : Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Validation rules, Import Wizard Reports, Dashboards, Tasks and actions. Data Migration activities through Data Loader

Salesforce - Sales Cloud : Solution Design, Lead Management, Account & Contact Management, Opportunity Management, Campaign Management, Order Management, Price Book, Quotes and Contract Management.