



SHIPRA SINGH

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SFDC Business Analyst || Sales and Service Cloud Consultant || 2x Certified

|| Hyderabad, Telangana, India

TECHNICAL SKILLS:

Salesforce Business analysis, Automation Tools (TAIKO and GAUGE) Salesforce ADMIN, JIRA, JAVA SCRIPT, CSS and HTML, Salesforce Classic and Lightning user Interface, CPQ and FSL Trail head Performer

PROFILE SUMMARY:

Wilco Source Technologies Pvt. Ltd. Hyderabad, TS 21st September 2020 – Present

Over 2 years of experience as Salesforce Business Analyst, Admin and Tester with highly professional, enthusiastic teammate with best presentation, and interpersonal skills who can also work independently in a challenging, cross platform environment.

PROJECT SUMMARY:

Client: Beckman coulter

Role: BA & QA.

Duration: January 2020- August 2020

Description: Beckman coulter is a manufacturing company wherein it builds medical equipment

Responsibilities:

- Prepared user stories based on the client's requirement.
- Prepared test scenarios and test cases.
- Wrote test cases and done the test execution.
- Performed UAT, positive, negative and exploratory testing.
- Communicated with client to take the business requirement.
- Prepared BRDs
- Understanding the Business requirement and communicated with a team of 7 to get it executed.

Client: REMS and Syneos

Role: BA & QA.

Duration: September2020-Mar2021

Description: A Risk evaluation mitigation strategy (REMS) is a drug safety program

Responsibilities:

- Prepared user stories based on the client's requirement.
- Prepared case-based scenarios.
- Automated the patient form filling process to take the drug.
- Enrolled patient will be showing up in the case tab.
- Customization of app, tab and objects.
- Prepared BRDs
- Understanding the Business requirement and communicated with a team of 9 to get it executed.

Client: McKesson

Role: BA and QA

Duration: - April2021- Current

Description: Largest providers of medicines, pharmaceutical supplies and health information technology (IT) products and services

Responsibilities:

- Created cases based on the patient requirement of enrolment for drugs.
- Provided different record types (Programs) like NPAF , PANO and many other so that patient can choose the drug based on their FPL.
- Introduced product and income analysis for overall optimization.
- Performed a provision of free trial of drugs
- Prepared BRDs
- Wrote test cases and done the test execution.
- Performed UAT, positive, negative and exploratory testing.
- Performed Scenario and line items-based testing.
- Performed testing on many active and grandfathered products.

Education: -

B. Tech from JNTUH with major in Electronics and communication engineering.

Intermediate from CBSE Board BDPS.

SSC from MRRP Public School