Pinki Bisht

**Address:**

**House no.40,**

**Indrapuri farm, Clement Town,**

**Dehradun, Uttarakhand-248002**

**E-mail : pinki.bisht415@gmail.com**

**Professional Summary**

* 6 years of experience as a **Sr.** **Salesforce Business Analyst and Technical Project Manager.**
* Project experience includes participation in end to end **Salesforce CRM implementations**, including business **process analysis/requirement gathering, design**, and **documentation**, **Integration and data migration**.
* Experienced working on **LWC and flows**
* Expertise in writing **Business Requirements Document (BRD),** Functional Specification Document (FSD), Non-Functional Specification Document, **System Design Specification, System Use Cases, screen mockups, and training manuals.**
* Experienced in facilitating Scrum ceremonies like **Backlog Grooming Session**, **Sprint Planning Meeting**, **Sprint Review Meeting**, **Sprint Retrospective Meeting**, **and Daily Stand Up**.
* Proficient in using tools like **MS Visio**, Lucid Chart for creating **UML diagrams** like **Use Cases**, **Class Diagrams**, **Entity Relationship diagram (ER),** **Activity Diagrams** and **BPMN for process diagrams**.
* Expertise in **feasibility requirements analysis**, design, construction, testing, implementation
* Assisted Product Owner in refining **product backlog**, writing Technical User Stories using **INVEST criteria** and prioritizing user stories using **Moscow techniques**.
* Experienced in creating data dictionary having the business definitions of data mapping to map the logical data elements in use cases to physical data elements (record source).
* Proficient at coordinating various technical and managerial teams to develop process and verifying adherence using the **Requirements Traceability Matrix (RTM).**
* Well equipped with excellent communication and organizational skills to face clients.
* Expertise in change request management and developing **configuration management documents**.
* Experienced in developing **test plans, cases, scenarios and strategies as per the business requirements to match the functional requirements and UML diagrams.**

**Technical Skills**

**Proficiency as Salesforce Business Analyst**

**Strong experience in salesforce Validations, Workflows, Approval process.**

**· Proficiency in SFDC Testing in creating test cases, executing the same and maintaining the bug logs of test results.**

**· Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events**

**· Expertise on Creating Salesforce Reports and Dashboards.**

**· Expertise in creating users and assigning profiles based on requirements.**

**·**

|  |  |
| --- | --- |
| Project Management Tools | Microsoft Office tools - Access, Excel, Outlook, PowerPoint, and SharePoint.  JIRA, BASE CAMP, BITBUCKET & MANTIS |
| SDLC/Design Methodologies | UML, BRD, Agile, FSD, SRS and USECASE/USERSTORIES. |
| Modeling and Design Tools | Microsoft Visio |
| Languages | HTML JAVA .NET PHP, IT FUNDAMENTALS |
| Salesforce | **Lightning, Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger**  **Standard Object, Custom Object, Approval Process** |

**EDUCATION/ TRAINING / CERTIFICATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Qualification-Degree/Diploma/** | **Board** | **College/Institute/University** |
| **Certificate** |
| **2011-2014** | **B.A**  **(English,History,Sociology)** | **HNB GU** | **SGRR Dehradun** |
| **2010-2011** | **SSC** | **CBSE** | **KV,Birpur,garhicantt,Dehradun** |
| **2008-2009** | **HSC** | **CBSE** | **KV, Old cantt,Allahabad** |

**Professional Experience**

**PROJECTS UNDERTAKEN**

**Title CPAS (Patient Assistance Services)**

**Role Sr. Salesforce BA / Technical Analyst**

Requirements Gathering and Analysis, Project progress demo organizer, tracking of task and project activities, Release handover activity, Client handling, Client visit and presentation of project. Team Size 9 Platform Force.com, **Apex**, SOQL, **Validation Rules**, **Visual force Page**, Apex trigger and **Lighting web components**

Standard Object, Custom Object, Approval Process, Apex Data Loader, **Flows**

Duration 20th March-2018 to till date. Description Pharmaceutical Manufacturer Patient Assistance Program Information. Pharmaceutical manufacturers sponsor patient assistance programs (PAPs) that provide financial assistance or drug free product (through in-kind product donations) to low income individuals to augment any existing prescription drug coverage

**Title Financial Inclusion (Lightning) Client World Bank (IFC)**

Role Salesforce BA Requirements Analysis, Project progress demo organizer, tracking of task and project activities, Release handover activity, Client handling, Client visit and present apron of project. Team Size 12 Platform Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger

Standard Object, Custom Object, Approval Process, Apex Data Loader,WSDL to expose Salesforce SOAP based web-service Duration 9 Months

Description Business Correspondent Federation of India (BCFI) is the national federation of Corporate Business Correspondents (CBCs) and Agent Business Correspondents (ABCs) in India. It is a not-for-profit organization that aims to promote responsible finance by systematizing and harmonizing the delivery of financial services to the poor through the critical last mile i.e. the ABCs. The federation interalia also does policy advocacy, promotes financial literacy and customer awareness. BCFI undertakes studies

**Title Varroc Group(Lightning)**

Role Salesforce BA System Analysis

Project progress demo organizer, Tracking of task and project activities, Release handover activity, Client handling, Client visit and presentapron of project. Team Size 12 Platform Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger

Standard Object, Custom Object, Approval Process, Apex Data Loader,WSDL to expose Salesforce SOAP based web-service Duration 15th Oct-2017 to till date.

Description Varroc group is an emerging global automotive component manufacturer and supplier of exterior lighting systems, powertrains, electricals-electronics, body and chassis parts to leading passenger car and motorcycle segments worldwide.

We are using service cloud to develop this application. Here Customer community and Community plus used to achieve customer and respective flow with salesforce licence.

**Title Hughes SAGE(Lightning)**

**Role Salesforce BA**

(Requirement Analysis, Functional, Integration, System and Regression Testing, API testing using web services, performance testing) Team Size 19 Platform Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger

Standard Object, Custom Object, Approval Process, Apex Data Loader,WSDL to expose Salesforce SOAP based web-service Duration 20th May-2015 to till date. Description The Hughes SAGE project is an e-commerce Salesforce application based on Cloud Craze. SAGE project divided into two vertical as Sales & Service. We consumed some third party web services & also exposed some web-services from Salesforce. We are integrating SAGE with different environment application (Like SAP) using webservice.

**Title Hughes Brazil**

Role Salesforce BA

(Requirement Analysis, Functional, Integration, System and Regression Testing, API testing using web services, performance testing) Team Size 16 Platform Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger

Standard Object, Custom Object, Approval Process, Apex Data Loader,WSDL to expose Salesforce SOAP basedweb-service Duration 15th March-2015 to December -2016 Description Hughes Brazil is a e-commerceSalesforce Application which focuses on Consumer Satellite Internet Service in Brazil. It is divided into sales and service cloud. We have done integration with many 3rd party web-services like ONGC, DSS.

**Title ISPY2 (HEALTH CARE)**

Role Salesforce BA

(Requirement Analysis, Functional, Integration, System and Regression Testing) Team Size 36 Platform Force.com, Apex, SOQL,Validation Rules, Visual force Page, Apex, trigger Standard Object, Custom Object, Approval Process, Apex Data Loader

Duration 15th Jan-2014 to Dec-2014.

Description Currently working on the project, which is on health care domain, In this project, Client wants to do some study on the cancer patients where they are tracking the type of cancer that patients has. To investigate the cancer we are creating an IT system that will manage tracking process and treatment process. The project is divided in 3 phases: Screening, Treatment and Follow-up phase. To complete tracking process, users will fill up different report forms in Sales-force. The Captured information from submitted report forms will tell us, patient’s eligibility for treatment or not. In case patient is eligible for treatment then we have to interact with another application where we are passing patient’s data to native application using the web service, using patient’s info the native system will tell us what type of treatment we have to give to patient. All this process will be managed from different users with different profiles. The Tracking process will be done in screening phase. Similarly we have to complete two more phases which are Treatment Phase and Follow-up Phase. To implementing this project we are using apex, visual force page, Sales-force configurations.

**Title LED Corporation**

Role Salesforce BA

Team Size 12 Platform Visual Force page, Apex, Apex Trigger, Apex Scheduler, JavaScript, Data Loader, Migration Tool, Apex Tabs.

Duration 20thapril-2014 to Dec-2014

Description Project is all about managing Opportunity line item and Quote line item. Led Corporation enables organizations to sell more and sell faster, by automating their Billing within Salesforce. Sell any product or service, bundles, track pricing changes, expire products, change pricing on-the-fly, handle variable pricing, discounts, promotional pricing and multiple currencies. Create Quotes and Orders with ease. Monitor your profit margins, set alerts. Email quote/invoice PDF to customers with e-signatures and online approvals that convert them to orders. Record product delivery and service activation, raise purchase orders. Configure custom TAX/VAT rates by country, state, city, zip and product category. Generate invoices for pro-forma, part orders, part periods. Manage Credit notes / Midterm adjustments. Manage Subscriptions & automate renewals.

**Professional Qualification**

I hereby declare that the above-mentioned information is correct to best of my knowledge.

**Pinki**