**S Snehal**

***CONTACT DETAILS***

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***SKILLS***

**Programming Skills: APEX, JAVA.**

**Web Tools: HTML, Concepts of JAVASCRIPT, SOSL, SOQL.**

**SFDC Tools: Data Loader, Connect Offline, SalesForce to SalesForce, Apex Eplorer.**

**Force.Com: Apex Custom Controllers and Extension, Apex triggers, S-controls, SOQL, SOSL, packaging and migrations, Force.com IDE (Eclipse).**

**Development Tools: Eclipse**

**Operating Systems: Windows 9X, 10**.

***LANGUAGES***

English

Hindi

***INTERESTS***

Climbing

Cooking

Reading

***Assistant Salesforce Business Analyst I***

# PERSONAL STATEMENT

3.10 years of IT industry experience which includes 3+ years of professional experience as Salesforce Business Analyst and functional consultant. Indepth working knowledge of SDLC methodologies like Waterfall, and Agile/Scrum. Gathering and documenting Business and Functional Requirements (BRD, FRD), User requirements, Use Cases, Business Requirement (BRQES), User Story.

# WORK EXPERIENCE

***Assistant Manager Salesforce Business Analyst I***

**Vodafone India Shared Services - June 2016 – Sept 2019**

*Responsibilities:*

* Conducted daily scrum stand-ups with onsite and offshore team.
* Created and Managed Requirement and Technical Design Documents.
* Wrote detailed use cases including Business Rules, Supplementary Specification comprising both functional and non-functional requirement complementing with artifacts.
* Setup first SFDC implementation in the Company with 200+ users.
* Created Profiles, Role Hierarchy, Permission Sets, Sharing Rules, Record Types and Page Layouts, Workflows and Approval Processes to reflect current business processes.
* Worked experience in Sales Cloud, Service Cloud and CTI integration.
* Created/managed new app, custom objects with custom fields and validation rules, for tracking of stock quantities of items in different locations and various conditions.

***Salesforce Developer***

**Salesforce Developer - 2020 – 2021**

*Responsibilities:*

* Documenting business and operation requirements, mapped business processes, Implemented Salesforce.com for applications, principal data tracking and staff recruitment.
* Interacted with administrative team to gather requirements through Interviews, Questionnaires and weekly meetings.
* Conducted several requirement gathering sessions to understand remote infrastructure needs and processes.
* Interacted with key business users during scrum team to collect business requirements and business process information.
* Created and deployed SFDC Custom objects, Page layouts, Custom tabs and Components to suit to the needs of the client.
* Assisted in creating assignment rules to automatically redirect business requirements to Salesforce.com and assign business requirements to different users and queues according to the requirements.

## Education

M.Tech in Information Technology - 2016(JNTU University)