**Resume of Ramakrishnan J**

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**PROFILE:**

Total 6.10 years of experience in CRM products which includes around 4 years of experience as Salesforce Business Analyst. Worked at client location in Sweden for 2 years and represented my team as **Business Analyst/Onsite Coordinator**.

**PROFESSIONAL SYNOPSIS:**

* Involved in the collaboration with senior business stakeholders in multiple business areas to identify common requirements in multiple Requirement gathering sessions.
* Performed requirements gathering, prepared Use Cases, process flows and state diagrams.
* Created BRDs, FSDs to define the as is & to be process with suitable mockups.
* Strong communication skills, both verbal and written, with an ability to express complex business concepts in technical & functional terms.
* Involved in all Scrum ceremonies & backlog grooming sessions in all Sprints.
* Worked in Jira tool & created multiple User stories for all the business requirements by defining proper acceptance criteria, Technical approach & all other important details.
* Regularly coordinating with client and mitigated risks/challenges throughout the project.
* Coordinated QA, UAT and Go-Live Activities.
* Worked on various Salesforce Standard Objects & Custom Objects.
* Created multiple Roles, Profiles, permission sets, sharing rules & other security settings.
* Involved in creation of Custom Formula Fields, Field Dependencies, Validation Rules, Workflows.
* Hands on experience in Sales Cloud & Service cloud modules.
* Involved in creation of Assignment Rules, Escalation rules & Auto-Response Rule for Case management process.
* Hands on experience in reports and dashboards and Data importing mechanisms.
* Involved in writing test plans, test cases, analyzing test results, User Acceptance phase and Post implementation support.
* Good Experience in conducting demo sessions, training sessions for users to give them knowledge about the application is going to work.

**SELECTED PROJECT EXPERIENCE:**

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| **Client** | **Walt Disney Parks and Resorts** |
| **Duration** | **Nov’ 14 – March’16** |
| **Position** | **Administrator** |
| **Background****Walt Disney Parks and Resorts** is an American Entertainment based Project. **Responsibilities:*** Created custom objects, fields, pick lists, dependent pick lists and triggers
* Created multiple reports as per the user requirements.
* Was involved in Data Cleansing & Data Importing.
* Created Test scripts and executed them and logged the defects in the QC environment.
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| **Client** | **Merck Sharp & Dohme** (**MSD**) |
| **Duration** | **April’16 – May’18** |
| **Position** | **Administrator** |
| **Background**Merck Sharp & Dohme (MSD) is one of the largest pharmaceutical companies in the world. **Responsibilities:*** Handled L2 support activities – incident handling, providing timely resolution to end users, interacting with user for performing the workaround suggested.
* Handled admin activities which involves creating user Roles and Profiles and sharing settings.
* Created reports & dashboards as per user requests.
* Handled Data Importing of Leads & Contacts.
* Involved in the development of Workflows rules, triggers, validation rules and other customizations with Salesforce.
* Involved in reviews for functional requirements and creation of Test Case scenarios.
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| **Client** | **SKF WiSiPLUR** (**SKF**) |
| **Duration** | **Jun’18 – Aug’20** |
| **Position** | **Business Analyst/Onsite Coordinator** |
| **Background** SKF is a leading bearing and seal manufacturing company in Gothenburg, Sweden.**Responsibilities:*** Worked as Onsite Coordinator at Customer Location over 2 years for all production deployment activities & coordinated with Client and offshore Team on various Support Issues/Operations.
* Worked as Business Analyst both in Offshore & in onsite and have very good expertise in preparing Business Requirement Specification documents, High Level Design and FSDs.
* SPOC for any escalation or production issues and avoided many risks/issues by taking proactive measures.
* Worked with business clients to identify and document Change Requests and communicate to development team.
* Involved in Functional & UAT testing.
* Had excellent rapport with Business users and all other teams/vendors.
* Received very good feedback from Customers for the quality of work & delivery within the SLAs.
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| **Client** | **Hunter Douglas**  |
| **Duration** | **Aug’20 – Present** |
| **Position** | **Business Analyst** |
| **Background:**Hunter Douglas is a leading window blinds and coverings manufacturing company found in Germany**Responsibilities:*** As a Business Analyst in this Salesforce Classic to Lightning Upgrade Project, working closely with Subject Matter Experts, Business Units and Development Team to identify the business needs.
* Involved in all Requirement Gathering & backlog grooming sessions.
* Created Business Requirement Document, Functional Specification Document & also worked in gap analysis.
* Collaborate with the developer & Architect to come up with scalable design and solutions.
* Created user stories for all sprints in Jira tool with respect to the priority of the requirements requested by Business Users.
* Handled all the demo sessions and tracked the comments given by the customer well to improve the delivery further.
* Involved in creation of Test Cases and logged the defects for the user stories and then coordinated with the developers to get them fixed.
* In charge of conducting the UAT with the Business users and gathering feedback and providing the same to the Development team.
* Handled few Admin tasks like creation of user Roles, Profiles and sharing settings as per business requirements.
* Involved in creation of Custom Formula Fields, Field Dependencies, Validation Rules, Workflows.
* Created reports and dashboards.
* Completed all super badges related to the Salesforce Administrator & Business Administrator in Salesforce Trailhead.
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**EMPLOYMENT HISTORY**

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| **Date** | **Company Name** | **Role** |
| Aug 22, 2014 – Present | HCL Technologies Ltd. | Senior Software Engineer |