## Professional Summary

* Hands-on Experience in Sales Cloud, Experience Cloud, Service Cloud, Salesforce CPQ tasks such as Products configuration, Pricing methods, renewals opportunities, Orders management, Invoicing and Billing.
* Expertise in the field of Business Analyst, Software Quality Assurance, Project Scheduling, Customer Coordination, team management, Client handling, issue handling and manual testing
* Well Experienced in Software Development Life Cycle and client handling from start to end of the projects.
* Performed Project Requirements Analysis with help of Analytical and Problem-Solving skills
* Subject matter expert on channel sales and partner management (Partner onboarding, Pipeline management, enablement and measurement)
* Worked and Interacted with all levels within the Organization
* Worked on Client Feedback and Change Request. Experience in Handling Change requests from client while being within the scope and Timeline.
* Knowledge in Salesforce Marketing cloud

## Technical Competencies

* Requirement Elicitation Tools – Use case diagrams, Prototyping, Storyboarding, JAD sessions, wireframes
* BRD, FRD, DRD, RTM, Epics, User stories and process analysis
* Salesforce Sales Cloud, CPQ and Service cloud
* Project Management tools – Jira, Confluence
* Visual tools – iRise, Lucid charts, Diagrams.net, MS Office,
* Methodologies Waterfall, Agile, Hybrid

**Brightly Software – a Siemens Company II Role: - Salesforce Business Analyst II Duration: - Aug – 2022 to April 2023**

**Project#1:** Brightly Software, is the global leader in intelligent asset management solutions – because we know that smarter assets drive more sustainable communities.​ Brightly pairs its complete suite of intuitive software - including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement - with tailored consultancies and award-winning support services to light the way to a bright future where we can all thrive.

Worked on Production issues and also implemented Salesforce CPQ – MDQ, Salesforce Billing.

**Job Role and Responsibilities**

* Document Analysis in order to accumulate requirements amid for a project
* Process Analysis in order to identify current problems and understand them better
* Worked with operation Team to understand the challenges they are facing with current system.
* Worked with the support team to clean the existing data before migration
* Creating documents for schema matching and data mapping
* Participate in client business requirement gathering and developing documentation for seamless communication across clients and teams in-house
* Creating product backlog in Jira Software having clearly defined items with respective priorities
* Worked on Production issues.

**Brillio Technologies II Role: - Salesforce Business Analyst II Duration: - Aug – 2021 to Aug 2022**

**Project#2**: VMware would like to encourage their customers to move from Perpetual license to Cloud based. CPQ product configuration with complex pricing & product rules, Product Features, Product Bundle, Guided selling, Creation of Quotes, Quote Lines, Order, Contract, Invoice, Invoice lines, Credit Note, Credit Note lines, Payments

Hillton has implemented Salesforce Community cloud. As part of this project, we have developed the community pages for Hilton.

Job Role and Responsibilities

* Worked with key stake holders and Business Architects to identify problem areas and design solutions.
* Sprint Planning meetings to craft the sprint goal and create a plan
* Daily Scrums with Development Team to review team’s progress on sprint goal
* Facilitate follow-up calls to solve the impediments identified during stand-up calls.
* Working with QA Team to define Test scenarios and Test cases

**Accenture Pvt Ltd II Role: - Business Arch Team Lead II Duration: - Aug – 2013 to Jul 2021**

**Project#3**: Bank of Ireland – Jul 2020 to Jul 2021

BOI has migrated their legacy accounts into Customized Salesforce application. In process migration need to identify the impacted system and come up with the solution.

Job Role and Responsibilities

* Experience in Analyzing business requirements and planning functional requirements. Design & Implementation of a solution.
* Creation of user stories.
* SIT signoff and UAT Testing.

**Project#4**: AT&T – Aug 2013 to April 2020

The One-point Universal System (OPUS) is an AT&T system that enables employees to effectively activate. Assist customers with their mobile phone accounts, and the application is primarily used in AT&T retails stores.

Job Role and Responsibilities

* Create and maintain Project Plan, User Stories, Use Cases, BRD, FRD, and Change Requests documents
* Creating and finalizing templates for functional documents and user guides.
* Managing & Training, Jr. Business Analyst resources and allocating them project tasks
* Setting up a daily scrum meeting to monitor and track project progress.
* Creating creative design briefs for designers and giving them designing directions that help them to create creative designs.
* Worked with business SMEs, Delivery teams in gathering the requirements by meetings, discussions & documenting the same inline of Agile Methodology.

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| Educational Qualifications |  |

* Bachelors in Mathematics, Statistics and Computers from SKVTEM College from Rajahmundry, Andhra Pradesh.
* Master of Business Administration from Andhra University.