Salesforce BA Candidate

PROFILE

- Scrum certified IT professional with 11 years of experience including 3 years in Salesforce CRM.
- Create and manage Business Requirement Documents and Functional Design documents that aligns with business needs.
- Experience in Salesforce Data Migration using DBSync and Data Loader.
- Manage change requests; provide weekly status reports including change request tracking
- Create workflow diagrams of current and to-be systems
- Analyze data sets using SQL, MS Excel to identify payment and loan default patterns
- Ensure UAT cycles are managed and completed within the release timelines
- Effective stakeholder management(Business, PMO, QA, UAT leads)
- Strong team player and interpersonal skills; worked with cross functional teams in the fulfillment of productivity, quality and bottom-line objectives.

TECHNICAL SKILLS

Project Methodologies	Agile, Scrum, Waterfall
Salesforce	Service Cloud, Sales Cloud, CPQ, AppExchange, Administration, Migration
Languages	SQL, PL/SQL, Basic Apex
Database	Oracle, SQL Server, MySQL, Informix
Project tools	Word, Excel, Powerpoint, Visio, Lucidcharts

EXPERIENCE

Genentech - San Francisco, CA   Oct, 2019 - Till Date Sr. Salesforce Business Analyst

Genentech is a biotech company dedicated to developing medicines for serious and life-threatening diseases. The project Adverse Events is catered to gather and keep track of side effects of their products. This project is developed on Salesforce Service Cloud with multiple applications downstreaming into Adverse Event module.

- Analyze current and to-be system to transform manual review of adverse events to automated review.
- Interaction with multiple teams on a day to day basis to understand the downstream impact of multiple applications.
- Assess tools for Salesforce integration with Contact Center.
- Conduct workshops with users to understand day to day activities, required features, pain points, etc.
- Conduct scrum dails for project updates, blockers and any dependencies.
- Prepare CR document, Release Readiness Matrix for production release

Amtrino Technologies - Pleasanton, CA   Jan, 2017 - Aug, 2019   **Salesforce Business Analyst**

Amtrino is an implementation partner for multiple clients. The project Product Catalog & Pricing Configurator is developed using Salesforce. It includes an end to end process for Configuring the products offerings for standard or bundle, price management, and proposal. It has an integration with an external system called Martini DB to store the data after the quote has been accepted.

- Involved in project end to end life cycle including business requirements, CPQ administration & configuration, testing, user training, support & maintenance.
- Maintain project schedule, establish team priorities and monitor performance.
- Translate stakeholder requirements into tangible deliverables such as functional specifications, use cases, user stories, etc.
- Work with an offshore team for implementation and testing of the requirements.
- Configuration and testing of CLM functionalities.
- Facilitate agile ceremonies including Sprint Planning, Backlog Grooming, Sprint Demonstrations and Retrospectives.

Performant Corp - Livermore, CA   Jun,2012 – Dec, 2016 **Sr. Business/Quality Analyst**

Performant Corp is a Federal client who provides business solutions for Student loans and Medicare Medicaid payments. The project DCS focused on tracking loan repayments and integration with payment processing.

- Involved in gathering requirements and goals from SMEs and maintained product documentation.
- Performed As-Is and To-Be Gap Analysis to identify potentials of the improved system.
- Used SharePoint as a repository for all documentation related to tasks/ projects.
- Validated various reports in SSRS based on business needs.

Cisco Systems- San Jose, CA   Aug, 2011 – Jun, 2012 **Sr. Software Analyst**

VSX is a platform developed to cater to the requirements of various solutions like Healthcare, Education, etc. The communication between platform and solutions is done using a Domain Specific Language SDL,which is developed based on XML.

- Analyzed product requirements and created functional and design documents.
- Created and implemented Test Plan and Test Cases.
- Assisted developer during configuration activities; managed UAT during deployment phase.

Yousendit - Campbell, CA   April, 2011 – July, 2011 **Sr. Business Analyst**

Yousendit aka Hightail is a cloud company catered towards file sharing and creative collaboration.

- Facilitated review sessions with stakeholders to access business needs and elicit requirements.
- Worked closely with QA to support functional requirements verification and product testing activities. .
- Coordinate with the Business team to facilitate UAT for business validation.

Reputation.com - Redwood City, CA   Oct, 2010 – Mar, 2011 **Business Analyst**

The module MyPrivacy continuously monitors the internet and performs requests for the removal of personal information from various websites.

- Analyzed business requirements to finalize the design approach.
- Collaborated closely with customers and worked with multiple partners on removal of customer data.
- Performed A/B testing of MyPrivacy Module.
- Worked with the Customer Service team in addressing real time issues.

PepsiCo - New York, NY   **Aug, 2006 – Dec, 2008 Business Analyst**

Pepsico is a food and beverage corporation involved in manufacturing, marketing and distribution of their products. The project is on their scheduling and forecasting project with involvement in analysis of data and gathering requirements.

- Analyzed current and to be state and created requirements.
- Created Use case diagrams and Activity Diagrams using Visio.
- Worked on SQL for data manipulations and testing

EDUCATION

MBA in Information Technology from San Francisco State University   **2003 - 2005**