Shobana perumal

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# Objective

Goal driven and extremely passionate Salesforce.com Business Analyst with Salesforce.com Administrator Certification and 4+ years of experience in analyzing business operations. Formal education in Computer Science Engineering and MBA in Human Resource Management seeking a job to utilize exceptional analytical and strategic skills.

# Skills

MS Office, Salesforce.com, Agile (SCRUM) methodologies, SQL, JIRA, Tableau, Analytical, strategic and presentation skills, Excellent communication skills and Japanese Language.

# Experience

**HCL TECHNOLOGIES, CHENNAI, INDIA**

**Sr. BUSINESS ANALYST(Salesforce)** (December 2014- OCTOBER 2016)

* Acted as a Product owner in an Agile (scrum) based project.
* Worked with business to observe, elicit and define business requirements to support the development team.
* Responsible for maintaining the product backlogs and ranking/prioritizing the requirements to add to the sprint backlog.
* Experience in conducting business product walkthroughs and demos.
* Collaborated with the team continuously to deliver sprints to the business.
* Performed User Acceptance Test(UAT) to validate and review the requirements.
* Worked as a Salesforce.com Administrator to setup organization and maintain users and their licenses and automated business processes using workflow and process builder.
* Experienced in sales cloud and service cloud.
* Expert level experience in MS excel including Vlookup, pivot tables and formula.

**SALESFORCE BUSINESS ANALYST** (July 2012- December 2014)

* Responsible for creating SDLC artifacts including business requirement document, Project vision plan, Requirement traceability matrix, User stories, Epics and Use cases.
* Experienced in Salesforce.com configuration including Organization setup, users, objects, fields, profiles, roles, workflows, approval processes, process builders and flows.
* Worked with the business to gather requirements, review the specifications, analyze and evaluate business processes and user needs.
* Provided support and feedback to the developers and other stake holders.
* Conducted meetings and presentations with the business teams for technical design requirements and functionalities.
* Documented Minutes of the meetings (MoMs) and circulated across all the stakeholders.

# Education

* **Master of Business Administration in Human Resource Management (2013-2015)**

Anna University, Chennai, India

* **Bachelor of Engineering in Computer Science (2008 – 2012)**

Sri Venkateswara College of Engineering, Sriperumbudur, India

# Certifications

* Salesforce.com Certified Administrator
* Japanese Language Proficiency Test (JLPT- N5) certificated professional