**Ashish Bansal**

**Sr. Salesforce Business Analyst/ Project Manager**

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# CERTIFICATIONS

* Salesforce System Administrator (ADM201)
* Salesforce Platform Developer I (PD 1)
* Salesforce Platform Developer 2 (PD 2)
* Salesforce Experience Cloud Consultant

# PROFILE SUMMARY

* 8.5 years of experience in the field of Information Technology.
* Professional with Salesforce.com with over 8 Years of experience in Salesforce.com Technology where 5.5 years I worked in Salesforce development and 2.5 years as a Salesforce Business Analyst.
* Currently working as a Salesforce Senior Business Analyst/ Salesforce Project Manager.
* Experience in working SaaS technology like Salesforce, Slack, DocuSign
* Experience in SFDC Commerce Cloud (B2B) managing.
* Experience in SFDC Sales and Service Cloud.
* Experience in managing Experience sites and lighting B2B storefronts.
* Manage setup of a B2B Commerce Lightning storefront including installation, product, price book, buyer group, entitlement policy, guest browsing, buyer manager, product variation and attributes, product filters, localization, tiered pricing, purchase quantity rules, using third-party lightning reusable components
* Manage setup of a B2B Commerce Classic storefront including installation, account group, price list, category, menu, Aggregate/Bundle/Kit/Dynamic-Kit/Subscription product, product media, featured product, promotion, related product, faceted search/specs, coupon, tiered pricing, attribute driven commerce, effective account, CSR flow, contract, localization, line level independence, page label, page section, product compare, anonymous checkout.
* Gathering the requirements form the client and provide them the best solution which can be implemented and distributing the work to the team members.
* Giving demos of the commerce cloud capabilities to the client
* Creating user stories, functional requirements documents, process flows
* Managing user stories using Jira.
* Reviewing Test Cases.
* Coordinating with web designer to work on the wireframes and design that on the basis of client business.
* Specially in managing the Manages services project which create more revenue to the company and maintain good relationship with client which provide to get more opportunities from them.
* Helping sales team to provide the solution of the business that can be done in salesforce.
* Managing full cycle of the project which includes discoveries sessions, creating FRD’s, creating user stories, sprint planning, execution, SIT, UAT, go live and Hyper care.
* Experienced on Salesforce APIs, Worked on REST APIs, Auth. Providers.
* Hands-on experience in creating custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, and Approval Processes.
* Expertise in administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notifications, and templates, Reports, and Dashboard.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard, and Mass Delete.
* Experience in SFDC Configurations/Customizations - as Administrator and Developer.
* Experience in implementing Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, and working with Force.com IDE.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud, and Force.com solutions, with an emphasis on Service Cloud solutions.
* Worked on Collecting, understanding business requirements, and understanding the entire workflow of various processes.
* Creating user stories, functional requirements documents and process flows.

# PROFESSIONAL SUMMARY

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| **Designation** | **Company** | **Time Period** |
| **Senior Business Analyst Salesforce** | **Rafter One (Formally known as Docmation LLC), Mohali** | April 2021-Present |
| **Senior Software Engineer** | **Inventech Info Solutions Pvt Ltd (Client NTT DATA), Bangalore** | June 2020 – March 2021 |
| **Application Development Senior Analyst** | **Accenture Solutions Private Ltd, Bangalore** | Feb 2018 – May 2020 |
| **Software Engineer** | **JK Technosoft Limited, Bangalore** | March 2017 – Feb 2018 |
| **Software Engineer** | **Mobilyte Solutions Pvt Ltd, Mohali** | Sep 2015 – Jan 2017 |
| **Intern** | **Queuing infosystem, Bangalore** | Dec 2014 – May 2015 |

# EXPERIENCE

**Salesforce Senior Business Analyst / Salesforce Project Manager**, RafterOne(April 2021 – Present)

* Involved in managing the Commerce could B2B platform.
* Involved in end-to-end Sales and Field Service implementation from business requirement gathering to deployment.
* Responsible for understanding business requirements, creating/grooming user stories, and partnering with the Development team to deliver a solution and a plan.
* Manage setup of a B2B Commerce Lightning storefront including installation, product, price book, buyer group, entitlement policy, guest browsing, buyer manager, product variations and attributes, product filters, localization, tiered pricing, purchase quantity rules, using third-party lightning reusable components.
* Gathering the requirements form the client and provide them the best solution which can be implemented and distributing the work to the team members.
* Coordinating with web designer to work on the wireframes and design that on the basis of client business.
* Specially in managing the Manages services project which create more revenue to the company and maintain good relationship with client which provide to get more opportunities from them.
* Helping sales team to provide the solution of the business that can be done in salesforce.
* Managing full cycle of the project which includes discoveries sessions, creating FRD’s, creating user stories, sprint planning, execution, SIT, UAT, go live and Hyper care.
* Giving demos of the commerce cloud capabilities to the client
* Reviewing Test Cases.
* Knowledge of Adaptive methodology to implement Salesforce.
* Good to use tools like Jira, Import Wizard, Data Loader, and VS Code.
* Solid understanding of Security Management like Object, Field, and Record levels.
* Experienced in Data modelling for objects, fields, relationships, page layout, and record type.
* Extensive experience in using declarative features like validation rules, assignments, escalation, workflows, approval processes, sharing rules & process builders.
* Worked closely with the sales Operations team in building Reports and Dashboards.
* Excellent problem-solving, analytical skills, and critical-thinking skills
* Excellent communication skills - both written and oral

**Senior Software Engineer**, Inventech Info Solutions Pvt Ltd, Bangalore (June 2020 - March 2021)

* User Management - Profiles and permission sets; Maintaining security and data access – role hierarchy.
* Designing workflow and automation process, Developing reports and dashboards.
* Security implementation and sharing rules at object, field, and record levels for different users at different levels of organization.
* Providing the Automation idea which can minimize the workload of the sales rep.
* Creating custom objects, custom fields, custom formula fields, field dependencies, triggers, page layouts,
* Validation rules, roles, profiles, email services, page layouts, workflow alerts, and actions, approval workflow.
* Gathering the requirement and providing the best solution and implementing by using Salesforce configuration and Salesforce Customization
* Created Visual force pages and worked on communities.
* Created Aura Components, Lightning pages, Helper classes, and JS controller.
* Write Test classes to cover the code coverage.

**Application development senior Analyst**, Accenture Solutions Private Ltd, Bangalore (Feb 2018 - May 2020)

* Schema Design in Salesforce and Its Relationship.
* Process building and improvement.
* Security implementation and sharing rules at object, field, and record levels for different users at different levels of the organization.
* User Management - Profiles and permission sets; Maintaining security and data access – role hierarchy.
* Designing workflow and automation process, Developing reports and dashboards.
* Creating custom objects, custom fields, custom formula fields, field dependencies, triggers, page layouts,
* Validation rules, roles, profiles, email services, page layouts, workflow alerts and actions, and approval workflow.
* Created Visual force pages and worked on communities.
* Created Aura Components, Lightning pages, Helper classes, and JS controller.
* Write Test classes to cover the code coverage.

# EDUCATION

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| Degree/Certificate | Year |
| Master of Computer Applications | 2013-2015 |
| Bachelor of Computer Applications | 2010-2013 |

I hereby declare the information furnished above is true to the best of my knowledge and belief.