# AGNES VARUGHESE

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* Experienced **business analyst with Salesforce Admin certification with (8) years of experience** and excellent knowledge of software development life cycle (SDLC) and well-versed with Agile, Scrum, and Waterfall methodologies.
* Proven ability to **write user stories** that explain and break down complex business processes.
* Expertise in **requirement gathering and** **facilitating Joint Application Requirement (JAR) and Joint Application Development (JAD) sessions** while interacting with a diverse group of clients, managers, and subject matter experts.

## skills

Salesforce CRM | Salesforce CPQ

SOQL | SOSL | Visualforce | APEX

Salesforce Service Cloud | Salesforce Sales Cloud

Microsoft Office Suite | MS Visio | JIRA | SharePoint

## EXPERIENCE

#### *Salesforce business analyst* mar 2020 –

##### Caterpillar financial services Nashville, Tn

* Assisted in the **implementation of Salesforce CPQ** to US customers, including requirement gathering, conducting Joint Application Requirement (JAR) sessions, conducting Joint Application Development (JAD) sessions, and performing end-to-end testing, System Integration Testing (SIT), User Acceptance Testing (UAT), etc.
* Reduced the project backlog by (2) months **through an aggressive initiative to prioritize and eliminate redundant requirements** by coordinating with development team and business units and organizing weekly meetings with key stakeholders.
* **Created and customized reports and dashboards** for global managers to track various Key Performance Indicators (KPIs) of their teams to gauge long-term success and performance.
* **Managed data visibility** for (5,000+) global users by employing sharing rules, territories, role hierarchies, profiles, and permission sets in alignment with risk assessment and requirements given by business units.
* **Performed cohesive testing**, including **unit testing, System Integration Testing (SIT), User Acceptance Testing (UAT), and End-to-End System testing**, of all requirements by identifying key testing scenarios and creating exhaustive test cases.

#### *Salesforce business analyst* mar 2018 – feb 2020

##### pANASONIC Newark, nj

* **Spearheaded training on Salesforce technology functionalities** by designing and creating training materials, conducting (15) internal training sessions for business users, and managing training schedule for (500+) users.
* **Streamlined the lead generation process** with territory management, workflow rules, validation rules, assignment rules, auto-response rules, field updates, time-triggered tasks, and email alerts using business logic utilized by the marketing team.
* **Managed the design and deployment of custom objects with lookup and master-detail relationship** in addition to maintaining, updating, and customizing existing standard and custom objects for (500+) users.
* **Researched and recommended AppExchange apps** after conducting in-depth analysis to provide robust solutions for different departments on an on-going basis.
* **Reviewed test cases** provided by QA teams and **managed User Acceptance Test (UAT)** with business users and **facilitated feedback** between users and development team.

#### *Salesforce business analyst* Feb 2016 – feb 2018

##### CANON mt. laurel, nj

* **Reconfigured user security permission in compliance with organizational needs for (700+) active users** without impacting current level of access by managing profiles, permission sets, field level security and implemented sharing settings using roles, public groups, organization wide defaults, role hierarchy, and sharing rules.
* **Re-engineered the sales process by creating and deploying validation rules, auto-response rules, and workflow rules** to automate business logic used by the marketing team consisting of (200+) active users based on requirements elicited from users.
* Created and designed training materials and **trained (200+) users on re-engineered system process by conducting (5) training sessions** for business users.
* **Enhanced user interface for (30+) user profiles** by creating and editing page layouts and search layouts to effectively organize fields, custom links, related lists, and other components on record detail and record edit pages.
* **Supported teams in multiple locations worldwide and acted as a liaison between business units and development team** in gathering requirements, translating needs into Salesforce terms, solving gaps in requirements, providing solutions, and conducting testing.

#### *Salesforce business process analyst* Jan 2014 – jan 2016

##### comcast philadelphia, pa

* **Performed gap analysis and implemented changes to the existing Salesforce sales process**, which resulted in (13%) increase in lead to sales conversion.
* Directed the **onboarding of an additional (450+) users with over (90%) utilizing the mobile platform.**
* **Coordinated with (3) business analysts** to expedite requirement gathering through JAR sessions and by communicating with C-level executives, system administrators, and end users in order to develop customized solutions to meet needs.
* **Implemented sophisticated, multi-level approval process** **with multiple approvers** to streamline the deal registration process.
* **Organized requirements into logical groupings and maintained the requirements traceability matrix (RTM)** across the deliverables for multiple projects through sprints to ensure all requirements are met.

#### *Salesforce system admin/business analyst* jul 2013 – dec 2013

##### prudential financial newark, nj

* Provided customer service and **administrative level support for (2,000+) Salesforce users** through e-mail, phone, and in-person communication throughout the organization on an on-going basis with a (**92%) success rate in solving issues within 24 hours.**
* **Assisted in the maintenance of Salesforce Solutions database** by creating, deleting, updating, and reformatting articles to provide ongoing support for Salesforce users.
* **Configured reports and report folders and managed dashboards for (20+) user profiles** to allow managers to better utilize Salesforce in managing team goals.
* Created documentation including **use cases, test cases, requirement traceability matrix (RTM), and system requirement specification (SRS)** for proposed solutions.
* **Utilized Data Loader** to assist in performing weekly and monthly data backup, data cleansing, and data migration.

## education & CERTIFICATIONS

**Master’s in Business Administration** | *cum laude |* Drexel University, Philadelphia, PA

**Bachelor of Arts in Journalism** | *cum laude |* Rider University, Lawrenceville, NJ

