



DIVYA MOTWANI

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CAREER OBJECTIVE

To work in a stimulating environment where I can apply and enhance my knowledge, skill to serve the firm to the best of my efforts.

PROFESSIONAL SUMMARY

Business Analyst/Product Owner with intensive experience in CRM implementation and liaising with product, IT, and business teams. Specializes in requirement gathering and translation, stakeholder management, solution design and implementation and quality analysis. Acted as SME for Salesforce Quote-To-Cash and Customer Success ecosystem. Familiar with project management tools- JIRA, Scrum and Agile methodologies, Confluence, Gantt charting and Kanban boarding.

WORK EXPERIENCE

1. Salesforce / Slack

System Specialist II/Senior Sales Business Analyst, Slack

Sep 2021 - Present · 1 yr 4 months

Technologies: Salesforce CPQ, Order management, Billing, Sales Cloud, Forecasting and Analytics, Agile methodologies

Responsibilities

- Maintain the cadence with Stakeholders, development and integration teams and ensure smooth execution of the project and product delivery.
- Recognise and optimize the requirements, keeping the capabilities of the system in mind.
- Create user stories and prioritize the product backlogs based on project timelines.
- Drive UAT sessions and demo for new features
- Created new dashboards and defined parameters for quarter end ACV variance metrics.

- Led efforts in implementing Salesforce CPQ quoting process for new core Slack SKU along with supporting the ACV-AOV metrics, contracts provisioning/invoicing and billing needs.
- Analysed Quarterly billing process for Slack customers and collaborated with business, development and integration teams to ensure accuracy of information on Opportunities, quotes and Order Forms and a seamless integration between all billing systems. This helped in adoption of their QELA contract type billing among customers.
- Contributed in designing a smart approval process for Sales deals, which involved AEs, Sales Ops, Revenue Ops, Legal, Accounting and Deal desk teams involvement.
- Owned Salesforce Sales and Revenue Cloud (CPQ) deliverables.

2. Citrix

Senior Business Analyst, Service Cloud, Bengaluru, Karnataka

Services System under Sales and Services department for Citrix, 2 yrs 10 months

Technologies: Lightning, SFDC Customization, Service Cloud , DevOps, JIRA, Confluence, Coveo, Gantt charting and Kanban boarding

Responsibilities:

- I was a part of Citrix Services team under Sales and Services branch of Citrix Systems. This team was based out of Fort Lauderdale, Florida and I was the PoC for the team in India offices
- Led efforts on Service Cloud implementations
- Delivered various projects on Salesforce CRM for Salesforce
- Lightning, Omni-Channel Case routing, Entitlement process, Contract Management, Process Automation , Account and Contact Management , Knowledge Management and Case Management
- Supported Quarter end Contract closures and renewals
- Completed end-to-end project lifecycle right from requirement gathering and analysis, implementation, encouraging adoption and supporting hypercare.
- Worked on DevOps for analyzing/implementing/migrating changes/enhancements

3. Accenture

Application Development Analyst, Bengaluru, Karnataka

Client: Alcon (Envision CRM), Full-time · 2 yrs 5 months

Technologies: Salesforce.com CRM, Force.com platform, SFDC Customization, Apex, Visualforce, Servicemax ,Sales Cloud, Service Cloud , CPQ

Responsibilities:

- Worked on Service Cloud and Sales Cloud implementations
- Analyzed requirements, Involved in the development of all modules
- Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports. Schedules the reports, dashboards for management and all the department heads by emails

- Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Adminstrated and monitored the company's Salesforce CRM application.
- Being the Administrator in the organization Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
- Designed and Implemented Salesforce1 Mobile App for users to access real time information.
- Customized compact layout and Navigation menu in the Salesforce1 Mobile App to meet the user requirements.
- Worked on importing data from external system to salesforce application using Apex Data Loader.
- Defined lookup and master-detail relationships on the objects and created junction objects.
- Responsible for Data load operations using Force.com Apex Data Loader.

EDUCATIONAL QUALIFICATION

COLLEGE / SCHOOL	UNIVERSITY/BOARD	EXAMINATION	CGPA/PERCENTAGE
L.D. College of Engineering, Ahmedabad	Gujarat Technological University	B.E. (Information and Technology)	8.20/10
St Xavier's school, Adipur	G.H.S.E.B	H.S.C	82.20%(PCM-86.67%)
J.P.T school, Anand	G.S.E.B	S.S.C	91.08

PERSONAL INFORMATION

NAME: Divya Amrit Motwani

DATE OF BIRTH: 27-04-1995

NATIONALITY: Indian

LANGUAGES KNOWN: English, Hindi, Sindhi, Gujarati

I hereby declare that the above written particulars are true and correct to the best of my knowledge and belief.

Yours sincerely,
Divya Motwani