RAHUL YADAV

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SFDC & AWS Consultant

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CERTIFICATIONS

* UiPath Certified RPA Associate
* Certified Professional Scrum Master
* Certified AWS Solutions Architect associate
* ITIL Foundation Certified
* TCS Salesforce Certified admin

Experience Summary

* Qualified professional with 11+ years of extensive experience in the field of Business Analysis, working with the technical staff to implement management and staff's business requirements into the software application in various domain.
* Experienced as SFDC & AWS consultant on various GxP compliant apps built on Salesforce Cloud.
* Experience migrating on-site solutions to cloud-based offerings, such as Amazon's AWS.
* Worked closely with Architecture, Development, and other Technical teams to ensure sound solution design directly related to customer requirements, business processes.
* Rich experience of Incident Management and Resolution along with Change Management and Documentation including ITIL Process.
* Work directly with various integrated applications support teams to bring open issues to a resolution by triage and monitoring progress.
* Successfully guided my team to transition from Waterfall to Agile development model.
* Manage sprints, scrum and backlog for the Salesforce and AWS product team.
* Used Agile metrics and retrospective actions with an eye on assessing Agile maturity and process and practice improvement.
* Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
* Assist with front-line support for Salesforce.com users, including responsibility for user support / training.
* Provide deployment, training, and change management support to business users.
* Trains and provides ongoing support and development to CRM data stewards globally.
* Manage functional testing cycles including test planning, script development, status reporting, and test execution.
* Independently handled Requirements capturing calls and walkthroughs for URS (User Requirements Document) and FRS (Functional Requirement Document) for signoffs from stakeholders.
* Design, develop and maintain all company, team, and individual dashboard metrics. Design and develop workflow rules, validation rules, email notifications, etc.
* Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures.
* Establish and implement best practice procedures for system maintenance and optimization, configuration development, testing, data integrity, backups, etc.
* Highly proficient in working with users to gather requirements, analyze them and subsequently use the Rational project and design tools to model the requirements.
* Assessing Pharma systems against regulatory requirements and driving change management in R&D area to ensure compliance in a GxP environment.
* Have great knowledge working with most digital technologies like Cloud, AWS, Robotic Process Automation (RPA), Salesforce, DevOps etc.
* Motivated team to use DevOps strategy to support CI/CD pipelines using various tools from delivery, to test, to production environments.
* Have experience conducting mass user session giving application transition to Business community.
* Single handily worked on the migration of applications from UNIX platform to Linux.
* Experienced in working with ETL process.
* Ability to handle multiple projects simultaneously.

**PROFESSIONAL EXPERIENCE**

Sr. Business System Analyst- (Eli Lilly and Company (Indianapolis, IN)- July 2019 till Present)

* Currently working as Sr. Business System Analyst for modernizing various clinical trial system applications by leveraging AWS cloud platform and emerging technologies like RPA.
* Acquired AWS and RPA skills to capture requirements for migration related activities (AWS) more aptly & providing end to end deliverables.
* Working knowledge of cloud services in IaaS, PaaS, SaaS, and coming trends in the cloud space.
* Ability to contribute to cloud strategy discussions, and decisions on overall cloud design and best approach for implementing cloud solutions.
* Experience in providing infrastructure automation services within public and private cloud to build, configure, manage, and deploy multiple number of applications in different platforms.
* Motivated team to use DevOps strategy to support CI/CD pipelines using various tools from delivery, to test, to production environments.
* Analysed and discussed business needs and scope of requirements in Pharmacy and Life science domain.
* Independently handled Requirements capturing calls and walkthroughs for URS (User Requirements Document) and FRS (Functional Requirement Document) for signoffs from stakeholders.
* Played Keyed role in phase0 projects including POC (Proof of Concept), Data gathering from various system, Project planning, SLC documents for system initiation.
* Have experience in building, configuring, and maintaining solutions utilizing AWS Services.
* Experience of designing, creating, and managing high availability and fault tolerance infrastructure in AWS.
* Hands on experience in AWS and its major services like EC2, Route53, Cloud formation, S3, ELB, ECS, ECR, Cloud trail, Cloud watch etc.
* Oversight experience on transformation projects and successful transitions to implementation support teams.
* Engages cross-functional team members effectively to develop high quality products.
* Guided Scrum team from project initiation through the delivery of final product.
* Facilitated all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with different stakeholders.
* Identified potential project risks and helped developed a mitigation plan to resolve possible issues.
* Assisted team with internal and external communication, improved transparency, and radiated information.
* Partnered with key business and IT stakeholders to ensure a successful project completion.
* Demonstrated experience in analytical and conceptual skills developing strategy for RPA solutions for a variety of projects.
* Design – understand manual business processes and propose design for automation.
* Performed detailed analysis building the approach & solution required to build automation.
* Handled end to end process automation using BOTS and delivered process documents & trainings for end users.
* Experienced in implementing unattended/ attended UiPath robots with features such as Excel integration, email automation, optical character recognition (OCR), text analysis and PDF processing.
* Performed tool evaluation and feasibility to help in selecting suitable Automation tool for RPA implementation.
* Maintain the lifecycle of the various IT tools in scope of the project and ensuring all the processes are taking place in the right order.

Business System Analyst/Scrum Master- (AbbVie (Waukegan, IL) - Dec 2016 till June 2019)

* Worked as Business System Analyst/Scrum Master at AbbVie for replacing COTS product, used as Clinical Trial Management System (CTMS) with custom application made using Salesforce CRM technology.
* Acquired Salesforce admin skills to capture requirements for building new application in Salesforce more aptly & providing end to end deliverables.
* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Handled the compliance documents and SLC deliverables for all AbbVie systems.
* Responsible for writing Jira Stories and help creating sprints as BA/Scrum master
* Successfully guided my team to transition from Waterfall to Agile development model.
* Ensured that Agile principles, methodologies, and concepts are consistently adhered to and guided the team through Agile activities as requested or needed.
* Managed transition and lead transformation initiatives.
* Ensuring that project deliverables meet the scope, quality, schedule, cost, and business objectives.
* Project estimations, forecasting and allocation from development perspective.
* Managed stakeholder expectations by demonstrating and communicating key indicators of improved effectives on a periodic basis.
* Engages cross-functional team members effectively to develop high quality products.
* Have experience in Salesforce.com CRM and Force.com platform with proficiency as administrator.
* Experienced in analyzing business requirements, Entity-Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships etc.
* Experience in SOQL, SOSL.
* Experienced in Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Maintained security user roles and profiles, security settings etc.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes, Page layouts, search layout.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Create training materials and user documentation and maintain such documentation as business needs evolve.
* Create and maintain reports, dashboards and views that enable effective business decisions.
* Lead and managed complex projects and its delivery through the initiation, planning, execution, control and closing phases for ServiceNow and IT Service Management (ITSM).
* Established and implement best practice procedures for system maintenance and optimization, configuration development, testing, data integrity, backups, etc.
* Strong verbal and written communication skills, with the ability to communicate core DevOps concepts (CI/CD/CT, Agile & Automation).

Business System Analyst - (Meijer (GRR, MI), Target (Minneapolis, MN) - Mar 2014 till Nov 2016)

* Worked as Business System Analyst at Meijer and Target on Salesforce CRM applications.
* Managed project scope to ensure delivery was compliant with scope commitment.
* Collaborates with Salesforce CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
* Provide deployment, training, and change management support to business users.
* Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements.
* Trains and provides ongoing support and development to CRM data stewards globally.
* Manage functional testing cycles including test planning, script development, status reporting, and test execution.
* Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.
* Develop, maintain, and perform processes to continuously monitor data quality and integrity in platform applications.
* Determine plan and timeline for implementation of approved Change Management cases. Develop, test, and deploy solutions, applying best practices.
* Working with test manager to define test cases.
* Validates and assesses solution design throughout the project with customers and prospects. Identifies problem areas and provides recommendations for future enhancements.
* Executed solution design activities such as data mapping, object modelling, page layout design in the context of the Salesforce application.
* Add, configure, and train new Salesforce users.
* Maintain security user roles and profiles, security settings, access settings, etc.
* Test and QA of enhancements/changes using sandbox.

Production support executive/Developer - (Sears, Agilent (Delhi, India)) - Mar 2010 till Feb 2014)

* Worked as Production support executive/Developer at Sears, Agilent.
* Responsible for analysing, designing, and developing the application.
* Responsible for conducting, leading, and coordinating support activities throughout the lifecycle, including Knowledge Mgmt., Problem Mgmt. etc.
* Interaction with Client/stakeholders to gather project requirements.
* Development of new features based on the requirements.
* Impact Analysis
* Preparation of High-Level Design (HLD), Low Level Design (LLD), Unit Test Plan (UTP), Unit Test Results (UTR).
* Required to work in 24x7 for application Support in shifts.
* Troubleshooting and debugging to resolve issues reported by end users and Business users.
* Worked closely with managers to ensure high quality and predictability of deliverables - both in terms of support delivery and support maintenance.
* Implement solutions that exceed SLAs and proactively identify ways to improve infrastructure.
* Development of various Change Requests and fixing the bugs for already developed modules.
* Worked on Incidents, Service Request and Problem tickets.
* Build/Deployment of scripts through UNIX shells scripting.
* Coordinate and promote releases to various deployment environments.
* Establish best practices, guidelines & governance principles for various offerings like

build management/automation etc and educate development teams around these.

* Provide support to users of the application and resolve their problems related to Database and UNIX server.
* Supporting SAAS based application Concur.
* Customizing Email Templates.
* Maintaining user roles, security, profiles, etc. in Concur application.
* Working on alerts raised by our Java/Python based applications.

Technical Skills:

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| Operating System | * Windows * Unix * Linux |
| Methodology | * Waterfall * Agile * DevOps |
| Skills | Scrum framework, Amazon Web Services (AWS), Cloud Computing, Robotic Process Automation (RPA), UiPath, Salesforce, SOQL, SOSL, ITIL, Concur, UNIX, SQL, Python, POS (Point of sale) testing |
| Tools | Force.com, Data loader, Ui Studio, Service now, Control M, Jira, Jenkins, Eclipse, Microsoft PowerPoint, Excel, Word, Microsoft Visio, Putty, WinSCP, Squirrel, Toad, Tidal, HPQC |

Personal Details:

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| **Date of Birth** | 21-May-86 |
| **Sex** | Male |
| **Nationality** | Indian |
| **Marital Status** | Married |
| **Education** | Bachelor of Technology (Electronics and communication), May 2009. |
| **Current Designation** | Scrum Master/Project Manager |
| **Location** | Indianapolis, IN |
| **Visa Type** | H1B |