**Jay Dadhaniya**

**Salesforce Business Analyst**

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 SALESFORCE PLATFORM DEVELOPER 1 (SPA) - 20839343

**About Me:**

**7** years of experience as a **Salesforce** **Business Analyst** and **Scrum Master** working in the **Mediclaim and Manufacturing** domain. Well versed in Software Engineering methodologies - **Agile** using **SCRUM** (certified), **SAFe,** Test-driven development, **Iterative development**, **Kanban** and **traditional Waterfall.** Experienced in working with clients to implement requirements and in providing team leadership for development support teams comprising of the client and third-party contract staff. Excellent **work ethics** and **analytical skills** coupled with **excellent communication, written** and **interpersonal skills** describing **a committed team player**.

**Summary:**

* Extensive experience in implementation of **Software Development Life Cycle (SDLC)** using variousmethodologies and frameworks such as **Waterfall, Agile, Scrum, Kanban, Scaled Agile Framework (SAFe).**
* Strong facilitator of Scum Ceremonies: **Sprint Planning, Daily Stand Up, Sprint Review** and **Sprint Retrospective.**
* Understanding of technology, including **databases, API’s, Webservices, and Integration approaches.**
* Participated in **Scrum of Scrums (SOS)** meetings and coordinated with **RTE** for **Architectural Runway issues**.
* Good knowledge of registration on compliances such as **FDA, HIPAA**, **DEA, and NCQ.**
* Experience in reviewing **USR(User Requirement Specifications)** and executing of **IQ/OQ/PQ** test cases in a **GXP** environment
* Assisted **Product Owner** in **Grooming product backlog, EPICS** to **User Stories** and **gathering requirements.**
* **Project leadership** in variety of different roles and facilitated development of **Acceptance Criteria** for **user stories** using **INVEST** technique.
* Strong **Interpersonal, Communication and Multi-Tasking Skills** with ability to work in a global environment with **Cross- Functional and Diverse teams.**
* Facilitated estimation meetings gather/report all relevant agile metrices such as **Burn Down Charts, Burn Up Charts.**
* **Coach** team members on **Agile principles** and **excellent communication** and **scrum values** and **manifestos.**
* Extensive experience in **business process modeling**, **Requirement gathering**, **business process analysis & flows**.
* Proficient experience in creating **UML diagrams** such as, **Use Case Diagrams, Activity flow diagrams, Data-flow diagrams, Sequence diagrams, class diagrams** and other **UML diagrams** using **MS Visio, Axure RP etc.**

**Technical Skills**

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| --- | --- |
| Methodologies  | Agile-Scrum, SAFe Hybrid, Kanban. |
| Languages |  JAVA – J2EE, JavaScript, SQL |
| Modeling Tools | MS Visio, Balsamiq, Axure RP, Adobe Photoshop and Adobe Illustrator |
| Web Technologies | XML, JSON, HTML & CSS, SOAP, REST JavaScript, Ajax |
| BI Reporting Tools | Tableau Desktop, Crystal Reports, Power BI, Visual Basic Studio (VBS), TFS |
| Environments | Java-Eclipse, .Net-Visual Studio, HTML5, SQL, R Programming  |
| Testing Tools | HP ALM, SoapUI, LoadRunner, Selenium |
| Business Process Tools | MS Visio, Axure RP, Rational Rose, Lucidchart |
| Documentation Tools | MS Office Suite, SharePoint |
| Project Management Tools | MS SharePoint 2010, SharePoint, JIRA, Confluence, RALLY, TFS, HPALM |
| CI/CD Tools | Bitbucket 4.12, Jenkins 2.40, Selenium 2.53.4  |

**Professional Experience**

## MICRONETBD

## Role: salesforce techno functional BA Location: Hamilton, New jersey

## Client: Concord Duration: Jan 2020 - Present

 **Scope of Project:**

The company had previously implemented Salesforce CRM platform in Sales, Service and Marketing Cloud. The project

Focuses on customizing and improving the existing functionality on the Sales cloud platform which offers a

3-way seamless service between sales persons, doctors and pharmacists, thereby reducing the cost factor

And generating profit for the service providers.

**Responsibilities:**

* Performed the roles of Salesforce **Developer/Administrator** in the organization.
* Interacted with different business teams and developing teams to acquire the requirements.
* **Requirements documentation**: Translate features and functions into documented items for the development team.
* Creates acceptance criteria to express requirements. Ensures test and validation plans are complete.
* **Organize fields, custom links, related Lists** and other components in detail and edit pages of records.
* Conduct testing such as functional testing, **user acceptance testing (UAT)**, **automated acceptance testing (AAT)**, and specification by example.
* Developed **AMP** script code to implement business requirements by creating **Dynamic content**.
* Accountable for **sprint readiness** and delivery.
* Used **Data Loader for insert, update, bulk import or export of data** from Salesforce.com sObjects

Used it to read, extract and load data from comma separated values (**CSV**) files.

* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers,**

  **Visualforce, Force.com IDE, Migration Tool, Web Services API.**

* Create/setup Sandbox for user testing and migrate code from development org to other sandbox

 And production orgs, and vice versa using **Force.com IDE.**

* Used the **Agile methodology** to develop documentation and business models in support of **SDLC**

 Implementation.

* Experience in connecting the Sales and Service clouds with **marketing cloud** connect.
* Hands on experience on Batch/Real **Time Data migration tasks.**
* Created various Reports and **Dashboards** Report Folders to better utilize Sales force as a sales tool

 And configured various Reports for different user profiles based on the needs of the organization.

* Integrated salesforce.com platform with **SAP** to check the availability of the service in that

 Particular region by passing zip code using lightning connect.

* Integrated Salesforce **CPQ** with **DocuSign** app to send different quotes to the customer.
* Integrated with **SAP** for payment transactions and with USPS for address verification using **SOAP**

 **API**.

**Environment: Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule**

**Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox**

**Testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, Workflows, Reports,**

**Force.com Eclipse Plug-in, SalesForce.com sandbox.**

**ADVANCED DATABASE &IT SOLUTIONS**

## Role: Salesforce business Analyst Location: Hamilton, New Jersey

## Client: NJ STATE Duration: March 2019 - Dec2019

## Project: NJCIC PORTAL

**Scope Of Project:**

Salesforce Cloud web based hosting application:

ADS is recommending **Salesforce's Government cloud platform** using Service Cloud. ADS plans to leverage Salesforce's Standard objects, Workflow, Process Builder, Notification tool etc. out of the box and then custom design Lightning components, visual force pages, APEX functional classes etc. depending upon the LWD's requirements; ADS has taken this approach at other State projects.

**Responsibilities:**

* Worked closely with Business user groups in ironing out Requirements and was responsible for

Gathering business and user requirements and **Designing Data model** and Solutions.

* Used Salesforce standard and custom objects to build database of Doctors and expenses related to

Visit as well as scheduling the appointments.

* Experienced with **SFDC Government Cloud** implementation that need to comply with: FedRAMP Moderate Risk Baseline requirements DoD Information Impact Level 2 (IL2)/ DoD Information Impact Level 4 (IL4)/ DFARS 252.239-7010 or 252.204-7012 requirements.
* Design and implement a proactive Government Security Operations Program with a heavy emphasis on **NISPOM** and **ICD** security compliance.
* Designed and developed Application on **Force.com Platform** in Salesforce.com environment with Apex

Programming language at backend and **Visual-Force pages** as user interface.

* Developed **Visual Force Pages**, Templates, **Apex Classes** (Different types of Controllers for Visual Force

Pages), **Apex Components** and **Apex Triggers** for various functional needs in the application using

**Force.com IDE.**

* Developed rich UI using custom **Cascading Style Sheets (CSS)** in Visual force pages and **used Java**

**Script**, JQuery to integrate **Google maps API.**

* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the

Application using platform database objects.

* Designed and deployed **Custom tabs, validation rules, and workflow rules** to automate business logic

And also defined related tasks, time-triggered tasks, email alerts and field updates to implement the

**Business logic**.

* Integrated with **SAP** for payment transactions and with USPS for address verification using **SOAP API.**
* Used Force.com Web Service **SOAP API** for implementing **WSDL** in the application for sending data to

Other systems.

* Created reports and dashboards to monitor weekly and monthly activities.
* Used sandbox for testing and migrated the code to deployment instance after **testing (Triggers,**

**Controllers and Web Services).**

* Followed **CI/CD** process for deployments using **Force.com** Migration Tool and Snapshot

**Environment: Saleforce.com CRM, Unlimited Edition, Apex Classes, Controllers, Visual force pages, Web**

**Services, REST, WSDL, Sales Cloud, Service Cloud, Custom Objects, Tabs, Email Services, Workflows,**

**Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML5, CSS3,**

**JavaScript, JQuery.**

**United Health Care**

## Role: Salesforce Business analyst Location: Hartford, Connecticut Project: EDRP Duration: December 2017 – Feb 2019

**Scope of the Project:** Enterprise Drug Restricted Portal allows the users in the pharma company to get details of the drugs that has been distributed to their stores in each region and district. This also allows the user to restrict the movement of drugs to restricted region. The application gives the user the data of the drugs that has been distributed to each region and district. Moreover the user can get the details of the data in a pictorial representation like chart display. The system also allows the user to fetch the details during a particular time period.

**Responsibilities:**

* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* In-depth understanding of Sales Force **Marketing Cloud** & **Health Cloud** to build a Marketing Automation platform with strong emphasis on data hygiene & data integrity.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using **Data Loader**, Admin Garage and **Lexi** **Loader**.
* Created and updated users, reports and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Created **CPQ** process using Apptus **CPQ** and CL **AppExchange** tool in Quote.
* Integrated **Apptus** **CPQ** and **CLM** applications and automating processes on Salesforce platform.
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* **Developed reports**, **dashboards**, and processes to continuously monitor data quality and integrity
* Onsite point of contact for salesforce for the inside sales team
* Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures
* Managed ongoing support request and administrative needs of users
* Monitored teams adoption rates and responded as needed providing them with training sessions, communication and documentation as needed.
* Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.

**Environment: Saleforce.com CRM, Unlimited Edition, Apex Classes, Controllers, Visual force pages, Web**

**Services, REST, WSDL , Custom Objects, Tabs, Email Services, Workflows,**

**Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, HTML5, CSS3,**

**JavaScript, JQuery. Health & Marketing Cloud:** Email Studio, Mobile Studio, Audience Builder, Automation Studio, Content Builder

**All Metal Fabrication**

## Role: Salesforce Developer Location: Allen, Texas

## Project: BOM Management system Duration: June 2016 – November 2017

* Implemented different new applications, worked on supporting existing applications.
* Createdcustom **Objects** and established relationships using **Lookup** and **Master-Detail**, Fields, **Field dependencies, Tabs, Page layouts, Record types, Validation rules, Sharing rules, Permission sets, Public groups, Queues** and **multi-level Approval process.**
* Written **Apex classes** (with and without sharing), Standard set, list, Extension controllers, **Apex triggers, trigger handlers** and invoked approval process from the triggers.
* Enabled and customized **communities** for vendors (external users) to submit their complaints (requests).
* Developed custom UI using **CSS, HTML**, **Visualforce** componentsand used Java Script for front-end validation.
* Written apex **test classes** and covered 90% of coverage organization wide and some individual classes from 95% to 100%, and new annotations like @testSetup apart from @isTest and @testMethod.
* Developed **Visual Flows,** **Workflow rules, Time dependent and independent Actions (Email, Field update, Task)** and **Email templates (Custom and Visualforce)** to implement the declarative business logic.
* Optimized **SOQL, SOSL, aggregate** queries to fetch the data by using relationship queries and filters.
* Good Understanding of **Governor limits, best practices** and coding techniques.
* Deployed code across various sandboxes using **Force.com IDE, Change Set, Workbench and Force.com Migration tool**, prepared **package.xml** for workbench and Force.com Migration tool.
* Used development tools **Eclipse IDE** (Force.com plug-in) for Customizing meta-data components (Objects, Fields, Page Layouts, FLS), **Developer Console** for Triggers, Apex Classes, Visualforce Pages, Components, Executing Unit test classes.
* Created Test cases document for client to perform unit testing on Test and Pilot environments.
* Created **Reports** using **tabular, summary, matrix and joined** reports, added various kinds of charts to reports and configured for schedule runs.
* Used Data loader, Workbench to bulk Insert, Update, Delete operations on bi-weekly basis.
* Developed Dashboard components for reports and enabled **analytic snapshot** to track historic data.
* Created technical documents for IT maintenance and User guide for end users.
* Made current Enterprise Lightning Apps joining Lightning Design System (CSS and Design Parameters), Lightning App Builder and **Lightning Component** highlights.

**Environment: Force.com platform, lightning, Apex classes, Visualforce pages, Triggers, Flows, Workflows, Sandbox, Data loader, Workflows, Approval process, Communication Templates, Java Script, HTML, XML, AJAX, Force.com plug-in for Eclipse IDE, CSS, Java Script, Dreamforce, Customer Community, Windows 7.**

**Tulip Casting**

## Role: Jr Business System Analyst Location: Kolhapur, India

## Project: ERP Quote Management System Duration: June 2012 - June 2015

**Scope of the Project:** To enhance and automate the existing Quote Management System. The new application improved the reliability and efficiency for the generating Quote process by minimizing time spent on the underwriting and closing module. Enhanced the system with a better a rule-based and document-driven flow using DocuSign.

**Key Responsibilities:**

* Created **Use Case Diagrams**, **Class Diagrams** and Interaction Diagrams using **MS Visio** and **Rational Rose**.
* Prepared **Process Flow Diagrams**, Mockup screens and conducted Gap Analysis to compare the current state and proposed functionalities of the desired state using tools such as Adobe Illustrator.
* Designed Meeting Work Plan and facilitated virtual project meetings to validate requirements with the concerned Subject Matter Experts (**SMEs**) and IT Team during the entire project.
* Created and Maintained the **Business Rule Engine** using **XML**.
* Reviewed test results and prepared **Test Scenarios** and for Performance, Usability, and **Regression Testing.**
* Conducted Joint Application Development (**JAD**), Focus groups and Interview sessions with the management and users to gather and communicate business requirements and understand the problems and challenges.
* Conducted requirements gathering sessions with the business user to collect Business Requirements, **Data**

 **Requirements**, Non-Functional Requirements and **User Interface Requirements**.

* Managed **UAT** Testing; developed and reviewed **QA Test Strategies** and Test Plans for appropriate test coverage.
* Incorporated **Rational Unified Process (RUP)** to create Business Requirement Specifications using MS Visio.
* Conducted Joint Application Development (**JAD**), Focus groups and Interview sessions with the management and users to gather and communicate business requirements and understand the problems and challenges.

**Environment: MS SharePoint 2007, MS Visio, MS Project, Windows 2000/XP, MS Visual Studio 2008, MS SQL Server R2, UML, Oracle 10g.**

**Education**

Bachelor’s in Engineering University of Mumbai

Master’s in Engineering University of Texas at Arlington

**Certification**

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| Scum Masters Accredited Certified Program.  | **09143757573794** |
| SAFe Certified.  | **16825799-9358** |
| Salesforce AD201 Certified Administrator | 20601892 |
| Salesforce Platform Developer 1  | 20839343 |

**Reference**

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