# Summary

Scrum Certified, eCommerce and Salesforce certified and experienced, technically savvy, superior analytical, and interpersonal skills.

# Certification

Salesforce Certified Administrator - https://trailblazer.me/id/satbtb4

Certified Scrum Master

# Education

Master of Science (MS), Information management

# Adtalem: Solutions Manager, SalesForce B2B Commerce, eCommerce System Dec 2017 – Oct 2019

Skills: Certified Scrum Master, Salesforce, B2B Commerce System, CRM, CMS, SDLC, Agile, Jira, Requirement Tracker, Adobe Experience Manager, Drupal, SQL queries, Visio, Tableau, Dataloader, Workbench, Einstein Analytics

* Managed sprint backlog items and tasks.
* Gathering the requirements from the marketing and operations teams to translate into technical requirements
* Operated in multiple time zones to improve coordination and communication (IT team is in India)
* Documentation of the bugs, defects and issues in Jira
* Communicated the changes in the application to the stake holders
* Established strong relationships with product owner to streamline the roll out of the new features and remove any roadblocks
* Provided application support to the business users and customer service representatives
* Ongoing documentation for the knowledgebase for the use of the support team
* Performed configuration and customization of the Salesforce.com platform
* Performed administrative tasks with the Salesforce.com platform and managed multiple environments
* Managed the deployment to the various environments
* Managed user profiles, roles, permission sets, and assignment rules
* Created reports, dashboards and list views
* Periodical Data exports and data uploads
* Created Adhoc reports, analytics – using Einstein Analytics
* Managed the L3 support team, handling the queries from L1 and L2 teams
* Providing Technical support to operations, sales and marketing teams
* Created Intelligence reports in Tableau

# BizMerlin: Lead Business Analyst June 2013 – 2017

## Various Clients: Burke & Herbert Bank

Business Requirement Document, Functional Specification Document, Data Flow diagrams, Resource Project allocation, Data migration, Data integration, Agile/Scrum Methodology, Jira, Trello

* Led this project from requirement gathering stage to deployment.
* Created cloud based risk analysis application to raise the triggers for fraudulent practices.
* Created practical cloud based solutions to fulfil the business needs of the clients that complied with technical requirements and quality standards.
* Studied both business and technical sides of security, in respect to risk, risk assessment and management.
* Provided analytical & research support to management for decision-making processes.
* Responsible for successful implementation of requirements & ensuring quality deliverable.
* Also worked in close collaboration with clients / users to determine and resolve conflicts / issues raised by them ensuring adherence to project timeline.
* Assisted the QA team in writing their test cases.
* Provided Support to the customer whenever required.