### Anu Mehndiratta

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##### Information Technology Professional

Over 7+ years of diversified experience in IT operations, reporting, including detailed analysis and programming. Interact with business to document business and functional requirements definition. Recognized for delivering high quality product and efficient Salesforce applications. Determine impacts on existing business and system workflows and assist in the development of new optimized and simplified user-centric workflows. Results oriented with an adeptness of on-time delivery of projects.

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| * Business Analysis * Trouble shooting * Apex/Visualforce/JavaScript * Html/CSS/JQuery | * Jira * SOQL * Data Loader * Gitlab | * Salesforce Service Cloud * Salesforce Sales Cloud * Salesforce Community Cloud * Salesforce CPQ |

# Professional Experience

**8x8, San Jose**, CA

**Business System Analyst** Sept 2017 – Present

Deliver and review the overall solution design for any development/integrations comprising Salesforce.com, Service Cloud, Communities and Sales Cloud. Cooperate with various business operations teams to gather requirements and translate them into Salesforce CRM concepts/processes. Worked with cross functional business (Sales, Support) and technical (Integration, PeopleSoft, Business Intelligence) teams and external vendors for projects development and deliveries.

* Responsible for translation of business requirements into BRD and then prepared the solution design document for the technical team
* Responsible for working with third party vendors/software providers to implement that new features for improving the customer Support and make the support processes more efficient
* Participates in end-to-end implementation planning including project management, issue management, communication and change management.
* Designs and manages the execution of test plans to ensure a quality solution is delivered
* Builds proofs-of-concept (POC) for potential new solutions and business flows.
* Good Knowledge of Apttus CPQ and Sales Process/Life Cycle.
* Hands on experience in implementing business processes related to CPQ such as quote velocity, quick quote, Approvals
* Hands on experience in configuring the product, Bundles, Category Hierarchy pricing rule.
* Worked on End to end approval process of credit/refunds and cancellation of services in Service Cloud
* Lead Case Management and Service Cloud implementation. During Implementation produced BRD and Functional Design document. Actively involved in demo to the stockholders and helped Support team to give the training sessions to the Agents
* Worked on end to end implementation for Customer Community. Integrate customer portal with Chatbot via Connected App, integrate customer portal with third party apps to enable coveo federation search.
* Good Knowledge for Confirmit Survey, Gainsight, Distribution Engine and Lean Data tool.
* Worked on setting up the whole case routing, skill-based routing using omni channel and case assignment rules.
* Master data management using scripts and data loader
* Responsible for writing email to case, workflows, and Process Builder for enhancements
* Built various reports and dashboard to provide business user easy access of data.
* Involved in UAT for Customer & Contact Now Communities.
* Gather the requirement from business and write the Jira’s story with detail description for developers.
* Worked on small projects and used Apex code, Html/CSS, SOQL
* Hands on experience in JavaScript, SQL, Visualforce pages.
* Good Knowledge of Partner Community as well Partner Xchange
* Hands on experience in building the approval process for quotes pricing
* Experience in writing triggers, formulas, Process builder, workflow rules for enhancement projects.
* Worked on UI interfaces using Lightning components and JavaScript in Salesforce application
* Develop POC for making a complete SFDC production repository on Git and trained all the dev and QA team to use the git repositories for all SFDC deployments
* Responsible for weekly enhancement deployments to production using Ant migration tool.
* Always delivered high quality product/ application.
* Simultaneously support multiple initiatives as assigned. Support both large enhancements and ongoing system support work in parallel

**TriNet Inc. ,** Pleasanton, CA May 2017 – Sep 2017

**Business System Analyst**

* Worked as Business Analyst to move the Sales process from PeopleSoft CRM to Salesforce CRM
* Responsible for doing the configuration of Products, Bundles, Price rules, tire-based pricing in apttus CPQ.
* Responsible for fit gap analysis between PeopleSoft configuration and Apttus Configurations.
* Collaborated with different team to support sales process and IVR, Click to X and unified presence services.
* Gather the requirement from Sales team to implement the Sales Cloud for Trinet Sales team. Worked on building the Account and Opportunity Layout based on the business Requirement
* Participated right from the analysis phase in this project.
* Worked on Service Cloud Org merge project to merge Independent Service Cloud to Salesforce system.

**CiberSites India Private Limited,** Bangalore, India Aug 2013 – Sep 2015

**Techno functional Consultant**

* Worked on Enhancements for Sales Cloud such as map the entitlement process on the account, implemented the logic to map the customer groups and regions on the account.
* Developed workflows and process builder based on the requirement for different module
* Legacy data load from Legacy CRM to Salesforce.
* Contributed to the Visualforce page for Critical Notes on the Account.
* Worked on building the Role Hierarchy, Permission sets, profiles based on the business needs.

**Wipro Technologies,** Bangalore, India Feb 2011 – Aug2013

**Project Engineer**

* Gather the requirement from the business for PeopleSoft CRM System and create the technical design document.
* Gather and documented requirements, test scenarios, test strategies and test procedures
* Translated the requirements to the development team
* Prepared end to end Test scenarios & strategies from High Level Design document.
* Created Test plan & Test cases with inputs like functionality & requirement
* Functionality, compatibility, reliability, performance, security testing.
* Participated in document and deliverable reviews, software revisions, change requests, and assessments

**Optimum Technologies, Mohali, India** Aug 2010 – Feb 2011

**Project Trainee**

Worked on developing Web application, for internal payroll and inventory management system. Data is stored centrally using SQL-Server. Generated reports using crystal report. Worked on doing the enhancement on User Interface using HTML/CSS and JavaScript

# Education

**Master of Computer Science, San Jose CA – April 2018**

**Master of Computer Applications, Kurukshetra University** – **May 2010**

**Bachelor of Computer Science**, **Kurukshetra, India** – **May 2007**