SHIVANI BAJAJ

Salesforce Business Analyst

San Ramon, CA 94582

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206-474-7943. If you are unable to reach me please reach my Employer Prabha -205) 586-1949.I am only looking in Bay Area or Dallas ,Texas

* Over 12 + years of Extensive and Progressive Professional IT experience as Seasoned SFDC- Business System Analyst with expertise and skills in Client Engagement, Requirements Gathering and Elicitation and business process improvement.
* Techno-Functional experience with Salesforce Sales cloud system administrator and guiding clients on CRM solution for sales, marketing and services teams.
* Experience with custom workflow, notifications, approval processes, and Lightning Process Builder.
* Experience in creating lightning Homepage for different personas and Create list views by using Lightning Experience's intuitive filters pane.
* Experience in inline editing to make quick changes to records in a list view
* Experience in FPX CPQ with Salesforce .How to create get quote and configure products on FPX
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundle with Bundle, Price list across all products.
* Involved in end to end UAT testing and validation of CPQ including products ,pricing ,quotes etc.
* Trained on IQVIA CRM. The Orchestrated Customer Engagement (OCE) suite from Iqvia connects Sales, marketing, medical and other functions.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Proficiency in SFDC Administrative tasks like Creating Profiles, Roles, Users, Page Layouts, Email Services, Validation rules, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Extensive experience in Business Analysis, System Analysis, Requirements Gathering, GAP Analysis and Impact analysis
* Expertise in writing BRD, Functional Specification Document (FSD), Non-Functional Specification Document, System Design Specification, Use Cases, and training manuals
* Strong Expertise in resolving business as well as technical issues and served as the liaison between clients and technical developers and designers
* Strong knowledge in Salesforce CRM tool
* Extensive experience with analyzing business processes and documenting them using MS Visio, MS PowerPoint, MS Project
* Good Knowledge of evaluating Technical and Business needs, analyzing them and providing technical solutions, training and support for the teams in customizing and implementing the products
* Coordinated with QA team to develop Test Plans and Test Cases
* Interacting with stakeholders, analyzing the root cause of the problems, gathering requirements, rating and assigning priorities to requirements
* Working with the Project Manager to develop and assess options to solve the problem
* Elicitation techniques such as interviews, questionnaires, brainstorming sessions, focus groups, workshops, cost/benefit analysis and risk analysis
* Extensive knowledge of SDLC through all the four phases including Inception, Elaboration, Construction, Transition, and employing Agile and waterfall software methodologies

* Experience in analyzing Business and Technical specifications, developing Use-Case diagrams, Activity Diagrams, Class Diagrams, Data Modeling, Data Mapping
* Work-flow Diagrams to test requirements and procedures and formulate robust Business Model using Unified Modeling Language (UML) Techniques and Visio
* Experience in Project Management, Customer Relationship Management (CRM)
* Strong analytical, problem-solving and communication skills, with particular emphasis on clear, detailed Business Requirements and Functional Specifications, including status reports
* Continuous learning aptitude to constantly upgrade myself with new skills with a short learning curve and meticulous attention to detail
* Dedicated and conscientious work ethic, able to work independently or as participating member in a team environment
* Has been awarded for best performance and highly recognized individual in the project team

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

SFDC Business System Analyst
PG & E - San Ramon, CA
March 2020 to Present

MEC Project: -

To create workflow process in Salesforce for Normalized Metered Energy Consumption program .This NMEC process measures savings and rewards payments to their customer

CARE-FERA Migration Project:-
To migrate Care one and MDSS database to energy insight,a salesforce cloud based application. This application will allow customer to enroll from Salesforce portal website and allow them to view their enrollment status.

* Analyze business processes; identify areas of improvement, recommend solutions.
* Gather requirements from various Business Stakeholders using the standard requirement gathering techniques; meetings, Joint Application Design (JAD) session, questionnaires, interface analysts, document analysis, prototyping.
* Document Requirement Artifacts, Business Requirements Document, Use Case Specifications, Functional Requirements Specifications, Traceability Matrix.
* Performing Gap Analysis by comparing the current business processes with future business processes.
* Create Mockup screens from web pages to for the design force.com pages.
* Design Unified Modeling Language (UML) diagrams; Use Case, Activity, Sequence diagrams detailing business processes.
* Work with the Stakeholders and IT team members to design and implement the solution meets the business expectations.
* Created or update Workflows, Assignment Rules, Approval processes, Reports, Dashboards, and Profiles as needed to implement the business requirement.

* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Cleanse and load data into Salesforce application using Data Import wizard and Data Loader.
* Communicate Business/User requirements to technical teams.
* Create Test Plans and Test Strategies, Perform System Integration Testing.
* Create and Manage Defects from Origination to Closure.
* Conduct manual testing and facilitate User Acceptance testing (UAT) with business users.
Assist in Go-live Production deployments, validation and launch activities. Assist in post Go-live support activities

SFDC Business System Analyst
Chevron Manufacturing - San Ramon, CA
March 2019 to March 2020

To Develop a one-stop-shop Digital Engineering Workflow Integration Tool to manage, track, and communicate during all phases of engineering, from proposal through implementation customers.

➢ How stakeholders can adopt the new tool so that it can create value to the organization.
➢ Improvise the Business processes and create a valuable salesforce product using out of the box functionality.

* Analyze business processes; identify areas of improvement, recommend solutions.
* Gather requirements from various Business Stakeholders using the standard requirement gathering techniques; meetings, Joint Application Design (JAD) session, questionnaires, interface analysts, document analysis, prototyping.
* Document Requirement Artifacts, Business Requirements Document, Use Case Specifications, Functional Requirements Specifications, Traceability Matrix.
* Performing Gap Analysis by comparing the current business processes with future business processes.
* Design Unified Modeling Language (UML) diagrams; Use Case, Activity, Sequence diagrams detailing business processes.
* Work with the Stakeholders and IT team members to design and implement the solution meets the business expectations.
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SFDC Business System Analyst

Moody's Analytics - New York, NY
January 2017 to February 2019

Manage all aspects of reporting for the corporate CRM (Salesforce) system. Part of the core design team to model and dimensionalize sales data from the transactional CRM system. Implementation of a new corporate customer data warehouse (SQL Server) and a business intelligence platform (Cognos) that is robust and easily consumable from various lines of business.

➢ How to empower Moody's sales team so that it can predict greater insights using descriptive and predictive analytics by using this Salesforce BI application
➢ How can this application enhance opportunities for the Sales team

* Strong experience with Scrum methodology and well versed in writing user stories.
* Excellent understanding of Business Requirements Gathering, Translating Requirements into Specifications and Application Design.
* Proficient in Technical and Business writing, Business Process Flow, Business Process Modeling and Testing.
* Creation of Test Strategy and Test Plan, preparations of project estimations.
* Work experience of preparation of Manual Test Cases, execution of test Cases.
* Proficient in using Agile Scrum methodologies, using tools like Jira ,Rally ,performed roles of Scrum Master following sprint/standup sessions and used Excel extensively to write user stories, analyzed the Iteration Burn Down charts and reviewed defects in Rally
* Extensive experience in creating Screen Mockups and Wireframes, conducting GAP Analysis and Impact Analysis.
* Have solid experience on database query tools such as TOAD, SQL Navigator, and SQL Assistant, SQL Developer.
* Expert in writing complex SQL queries for back-end testing.
* Experience in testing Cognos canned report 10.2 and Cubes.
* Experience in SFDC Validation Rules, Work Flows, Sales Order Approval Processes, field updates, Email generation
* Negotiated agreements and commitments by facilitating communication between cross functional business unit(s)
* Involved in end to end testing of FPX with Salesforce for Moody's Sales Analytics team

SFDC Business Systems Analyst

AMEX - New York, NY
July 2014 to January 2017

I was part of the digital product management team and the mission of the team was to enable marketing and sales teams interactions to derive revenue through acquisition, engagement and retention of our highest value customers.
➢ Salesforce application was a value add for our business which created capabilities to understand past 30 day spend by our customers ,increased new 450 accounts for our credit cards in 2 month.

* Strong experience in all phases of Software Development Lifecycle (SDLC) using Waterfall, Agile/ Scrum, RUP (Rational Unified Process) and Software Testing Life Cycle (STLC)
* Strong experience with Scrum methodology and well versed in writing user stories.
* Excellent understanding of Business Requirements Gathering, Translating Requirements into Specifications and Application Design

* Proficient in Technical and Business writing, Business Process Flow, Business Process Modeling and Testing.
* Highly proficient in writing User stories, creating Use Cases, Use case diagrams, Workflow Diagrams and MS Visio for UML
* Extensive experience in creating Screen Mockups and Wireframes, conducting GAP Analysis and Impact Analysis,
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units
* Involved in Test Planning, Test Preparation, Test Execution and Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements
* Strong Experience in conducting Manual Testing, User Acceptance Testing (UAT) and documentation of Test Cases
* Focused troubleshooter and a team player with excellent interpersonal and communication skills. Ability to work cohesively with developers, other team members, and testers
* Used Rally tool to create backlog items, add tasks for the development and testing team, create user story for the requirements
* Presented a walkthrough session on the scope and design of the project to the business users.
* Created a proposed workflow and wireframe using VISIO for the solution provided
* Interacted with various teams within the project for integration of Informatica with Salesforce
* Provided a design for modifications to the existing triggers in SFDC to filter only the partner accounts

Project Lead

Group Health Insurance
December 2013 to June 2014

* Responsible for writing BRD, Functional Specification Document (FSD), Non-Functional Specification Document, System Design Specification, Use Cases, and training manuals
* Responsible for resolving business as well as technical issues and served as the liaison between clients and technical developers and designers
* Proficient in using Agile Scrum methodologies, using tools like Rally ,performed roles of Scrum Master following sprint/standup sessions
* Extensive experience in creating Screen Mockups and Wireframes, conducting GAP Analysis and Impact Analysis,
* I was responsible at GHC to identify the actual list of reports from the impacted list which are being used by GHC
* Create the document, based on the list identified in point 1 above, to list technical details like Database names, their connectivity, report paths and Business Objects
* Analysis of 4350 reports in WebI for ICD9 to ICD10 code effect change.
* Remediate the identified reports and coordinated with the offshore team.
* Ensure deliverables are prepared to satisfy the project requirements.
* Deciding the risk factors and suitably eliminating them.

Business System Analyst

Charles River Laboratories
February 2013 to November 2013

* Involved in requirement gathering from onsite coordinator
* Responsible for writing BRD, Functional Specification Document (FSD), Non-Functional Specification Document, System Design Specification, Use Cases, and training manuals
* Implementing data restriction on Web Intelligence report.

* Formatting of Web Intelligence report.
* Test the reports with the new SAP apps on Ipad via 3G.
* Analyze the known issue related to Ipad limitations.

Business System Analyst
RBC DEXIA INVESTOR SERVICES, Syntel
April 2012 to January 2013

* Involved in requirement gathering from onsite coordinator.
* Responsible for writing BRD, Functional Specification Document (FSD), Non-Functional Specification
Document, System Design Specification, Use Cases, and training manuals
* I was involved in setting up the environment in BO CMC for various tasks as follows:-
◦ User Profile Set-Up B) Creating Shared and My Folders
◦ Setting System Events for Alerts in BO CMC for Scheduling of the Reports.
◦ Creating various access Level according to the Business Requirement.
◦ Development of WEBI Report based on Audit Universe.

Business System Analyst
Tower Group of Companies
November 2011 to April 2012

Business System Analyst
RBC DEXIA INVESTOR SERVICES, Syntel
July 2011 to November 2011

Business System Analyst
RBC DEXIA INVESTOR SERVICES, Syntel
November 2010 to June 2011

Business System Analyst
RBC DEXIA INVESTOR SERVICES, Syntel - Pune, Maharashtra
June 2010 to November 2010

Business System Analyst
SAMI
May 2010 to June 2010

Business System Analyst
KPIT CUMMINS INFOSYSTEMS LTD - Pune, Maharashtra
June 2007 to January 2010

Business System Analyst
SAMEEKSHA SOFTWARE - Pune, Maharashtra
December 2006 to May 2007

Education

Bachelor of Engineering in Electronics Technology
Pune University - Pune, Maharashtra
July 2002 to August 2006

Skills

- Agile
- Business Requirements
- SDLC
- Requirements Gathering