**Sindhu P **

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**PROFESSIONAL SUMMARY:**

* Total 10+ IT Professional with 5+ years of experience as Salesforce Administrator and Business Analyst along with Salesforce Administrator (Admin 201) Certification.
* Strong knowledge in the Business process flows with great communications skills and attention to detail while building Business Processes at all levels of business.
* Efficient in writing detailed Business Requirement Document (BRD) based on conversations with Business stakeholders and then Brainstorming sessions which are later converted into Functional Specification Document (FSD), Use Cases, User Interface Specifications (UIS), System Requirement Specification (SRS) and Report Specifications Documents.
* Experience Facilitated two-way integration with MuleSoft API manager to synchronize Oracle ERP data with Salesforce health cloud to connect EHR,facilities and procedures, environmental information, credit and claim information of patients.
* Skilled in User interface design storyboard, translating business requirements and user expectations into

detailed specifications and building business process flow charts using MS Visio and Enterprise Architect to

communicate project functionality to the development team.

* Experienced with Agile / Scrum, Test Driven, Waterfall Development methodologies. Good Experience of

Salesforce full cycle project implementation.

* Expertise with Salesforce Out of the Box configuration (OOTB). Managed Salesforce Org with a very large

number of Salesforce users.

* Proficient with Salesforce Data Model, Sharing Model and Security Model. Implemented complex business logic with Governor Limits and Salesforce best Practices.
* Adapt to business documentation. Created user training manuals and conducted user training sessions.
* Demonstrated expertise focused in Sales cloud with great exposure and experience in Marketing cloud.
* Excellent understanding of underlying principles of Cloud Computing and SAAS.
* Excellent knowledge of CRM business processes like Lead Management, Account Management, Opportunity Management, Campaign Management, Order Management, Sales Forecasting, Pipeline Management and Case Management.
* Used various fields such as Picklists, multi select picklists, Formulas, Lookup and Master Detail relationships
* Extensive administrative experience with creating Users, Roles, Profiles, Page Layouts, Permission sets and using declarative features like validation rules, workflows, process builder, Approval processes, case

Escalation Rules.

* Accomplished case management automation (on Case Object) to track and solve customer’s issues.
* Implemented Web-to-Case, Email-to-Case entry, and Manual case entry for entering customer’s cases in Cases Tab.
* Experience working with Salesforce Communities
* Experience working with Salesforce sandbox and production environments.

**Technical Skills:**

**Salesforce.com :** Workflows and Approvals,Lightning, Email Templates, Formulas, Validation Rules, AppExchange, Salesforce.com, Force.com IDE,Service Cloud, Apex Data Loader,Reports And Dashboards

**Methodologies** : Agile, Scrum, Waterfall

**Defect Management Tools** : Jira, HP Quality Center, HP ALM

**Office Tool** : MS Excel, MS Word and MS Powerpoint

**Professional Experience:**

**Cardinal Health Dublin, OH Jan 2019 - Feb 2021**

**Salesforce Administrator /BA**

**Responsibilities:**

* Facilitated inter-team communications requirements meetings to document the as-is processes systems, & the agreed Business requirements & functional requirements.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* Documented data mappings,reports and dataflow diagrams.
* Customized Page Layouts for Salesforce.com Standard and Custom objects. Used refined global search in Lightning
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Used MS-Visio for flow-charting, Use- Case process model and architectural design of the application
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Developed and Customized salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, Contact and Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.

**Scripps Health, San Diego, CA(Health Cloud) July 2017 – Nov 2018**

**Salesforce Administrator**

**Responsibilities:**

* Imported contacts, accounts and custom object data in Salesforce using DataLoader .csv file.
* Used changesets to organize components into Salesforce production org.
* Generated process flow diagrams in Visio, generated Use-cases covering all the functional

requirements

* Identified the impact on limitations such as number of tabs and custom objects.
* Identified data upload sequence on data integrity and maintained post migrations.
* Performed mass transfer of accounts.
* Responsible for business process analysis that includes requirements facilitation, definition &amp; analysis, alternatives, software selection, prototyping, business process design and mapping.
* Identify and document AS-IS and TO-BE business process models during the Inception phase. Involved in creating gap analysis document, clearly identifying the data, business process and
* workflows of the organization with respect to salesforce.com implementation.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Involved in Process flow documentation, Business requirements mapping, Defining, Documenting deliverables and mentoring development teams.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* Managed Salesforce.com administration/configuration, daily support & maintenance, and training the business team to manage Salesforce Administration.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns,
* Coordinated with users to determine requirements and prepared design documents.
* Performed detailed analysis of technical and business requirements
* Involved in the maintenance of the previous versions of the product by addressing bugs and client issues.
* Responsibilities include defining integration architecture, documenting technical requirements, and identifying success criteria.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.

**Just Energy,Houston,TX** **Feb 2016 – May 2017**

**Business Analyst (Salesforce Admin)**

**Responsibilities:**

* Created detailed business analysis, outlining problems, opportunities and solutions for a business
* Performed Budgeting and forecasting analysis. Planning and monitoring
* Performed Variance analysis. Experience in building business Reports for users
* Defined business requirements and reported them back to stakeholders.
* Knowledge of business structure
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Closely worked with Salesforce.com consultants while implementing the solutions needs for the
* organization.
* Assist with knowledge management for the Helpdesk, identifying gaps in their knowledge and providing relevant assistance.
* Experience in performing Stakeholder analysis, Requirements engineering, Costs, benefit

analysis, Processes modeling.

* Good Understanding of networks, databases and other technology.
* Developed and execute project plans for system implementations and project deployments following the Company’s SDLC best practices
* Facilitated and define project requirements; identify project milestones and phases; conduct process mapping
* workshops and document functional business requirements, process flow diagrams, and business cases.

**Revalsys Technologies, Hyderabad, Telangana Sep 2014 - Aug 2015**

**Business Analyst**

**Responsibilities:**

* Analyzed client’s business processes and gather requirements from SME using different techniques.
* Conducted and attend both customer and team meetings as required by business needs
* Presented and conducted functional requirements and identified use cases from business

requirements.

* Ensured that all documentations were complied with corporate SDLC policies and guidelines.
* Worked with the QA and Testing team to help with reviews on Test Plans and Test Cases for
* functional and integration testing
* Designed and developed test scenarios and test cases based on business requirements, technical

specifications, and Use Cases.

* Involved in gathering customer requirements from business user teams spread over the Sales,

Marketing and Customer service.

**Client: Serco India Pvt.Ltd, Hyderabad, Telangana May 2010 – June 2013**

**Data Analyst**

**Responsibilities:**

* Experience in analysing spatial data through mapping software and designing digital maps with geographic data and various other data sets
* Validated data following Country specific Road Rules and traffic Rules
* Delivered suggestions for conflicting Road Rules
* Collaborated with team members delivering high performance

**Education:**

Bachelor’s in computer science and Engineering **2005 - 2009**

Swarnandhra College of Engineering & Technology