

# Shruti Gupta

## Business Analyst

- Experienced Salesforce Business Analyst with 2 years shaping effective Salesforce solutions for US government clients. Skilled in requirements gathering, customization, and collaboration with cross-functional teams.
- Proven ability to manage complex projects and deliver results within tight schedules. Seeking to leverage expertise in enhancing processes and contributing to organizational success.

## Work History

2021-09 -  
Current

### Business Analyst Consultant

MTX Group Inc, Bangalore

#### 1. NYC Humanitarian Emergency Response and Relief Centers

- As the sole Business Analyst from the India team, I independently led and supported a U.S. government project, defining a Salesforce solution. End to end delivery of software features by coordinating with both onshore and offshore teams under various constraints of time & resources by ensuring optimal quality of the software.
- Overseeing system and regression testing, meticulously tracking defects, mapping process flows, and crafting detailed mockups. Provided UAT support, managing 10 monthly releases, on a \$3 million project.

#### 2. NYC DSNY Commercial Waste Carter Management

- Designed Salesforce solution for waste management, fostering community engagement with the team. Collaborated cross-functionally with developers, QA, and project management.
- Actively participated in requirement gathering sessions with formulating and executing user stories, conducting system demos in UAT with drafting 300+ test cases for 1 release. Facilitated process flows. Project valued at \$1.4M.

#### 3. WA Department of Health - HELMS

- Defining Salesforce solution for Washington State's Healthcare licensing.
- Extensively using knowledge on Software Development Life Cycle (SDLC) model, Project Management Process, with getting Hands on experience working in agile methodology. Drafted 50+ user stories and process flows for a \$5.6M project.

## Education

2017-08 -  
2021-08

### Bachelor's in Engineering : Computer Science

Rajiv Gandhi College of Engineering & Research - Nagpur  
Cleared all semester with overall 7.6 CGPA (First Division)

## Certifications

2022-11	Salesforce Certified Administrator
2022-11	Salesforce Certified Omnistudio Consultant
2023-04	Salesforce Certified Business Analyst
2023-06	Salesforce Certified Service Cloud Consultant
2023-08	Salesforce Certified Sales Cloud Consultant

## Accomplishments

MTX Above & Beyond (Business Analyst)  
MTX Team Excellence Award (NYC OTI - HERRC)



## Contact

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## Skills

Requirement Analysis  
Salesforce Proficiency  
Client Presentation  
User Acceptance Testing (UAT)  
Agile Methodology  
Stakeholder Collaboration  
User Story Development  
SCRUM

## Software

Salesforce CRM