

HARSHITHA SHETTY

CONTACT



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SKILLS

- Salesforce Administration
- Business Process Analysis
- Requirements Gathering
- Data Management & Migration
- User Training and Support
- Data Analysis
- Communication and Collaboration
- Workflow Automation
- Documentation and Reporting

CERTIFICATIONS

Salesforce Certified Administrator and Associate

ACCOMPLISHMENTS

- Received achiever of the month award for playing key roles in multiple projects, being highly responsive and organised in project timeframes and deliverables.

EDUCATION

07/2018

Bachelor of Engineering in Computer Science

St Joseph Engineering College,
Mangalore

Dedicated Business Analyst with over 4 years of experience in analyzing business processes, implementing Salesforce solutions, and driving system enhancements to optimize business operations and enhance customer experiences. Seeking an opportunity to contribute my skills and experience to a dynamic organization.

EMPLOYMENT HISTORY

January 2022 - Current

Business Analyst *Cloudbyz*, Bengaluru

- Collaborated with stakeholders to gather and analyze business requirements, translating them into effective Salesforce solutions.
- Led multiple end-to-end implementations of Clinical Trial Management Systems (CTMS) and Clinical Trial Budget Management (CTBM) solutions on the Salesforce platform, ensuring successful delivery within scope, time, and budget constraints.
- Administered user accounts, profiles, roles, and security settings in Salesforce to ensure data integrity and confidentiality.
- Implemented and optimized Salesforce automation features, such as workflows, process builder, flows and approval processes.
- Configured and customized Salesforce Communities to enhance customer engagement, streamline support processes, and improve user experience.
- Configured Community Builder, Community Cloud, and other Salesforce features to create intuitive and user-friendly community experiences for customers, partners, and employees.
- Collaborated with cross-functional teams to integrate Salesforce with third-party systems, such as EDC (Electronic Data Capture) and laboratory management systems, to streamline data exchange and improve data quality.
- Created and maintained comprehensive documentation of design specification, data models, and user stories to facilitate communication and knowledge transfer.
- Customized Salesforce configurations and delivered comprehensive training sessions for end-users to optimize system utilization.
- Worked closely with cross-functional teams to gather and document business requirements for system enhancements.
- Worked on data migrations, ensuring data accuracy and completeness during the transition to Salesforce platforms.
- Collaborated with business users to identify and resolve issues, providing timely support and solutions.

September 2019 - December 2021

Product Engineer *DBSync*, Bengaluru

- Customising DBSync Tool as per the customer requirements by writing SOQL Queries and DBSync functions.
- Worked on Custom Objects, Page Layouts, Custom Settings, Lightning pages and change set deployments.
- Developed and implemented reports and dashboards to provide insights into key performance indicators.
- Worked closely with development teams to integrate Salesforce with external systems, ensuring seamless data flow and system interoperability.