**Riddhi Banugaria**

Salesforce Senior Business Analyst Preferred Time zone: EST

[Riddhi.linked@gmail.com](mailto:Riddhi.linked@gmail.com) Current & Preferred location: Tampa (Remote)

Cell: +1 813-370-7690 Open for Re-location: No

[www.linkedin.com/in/ridhs/](http://www.linkedin.com/in/ridhs/) Work Authorization: GC

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| PROFESSIONAL SUMMARY |

* Experienced associate with demonstrated history of working in IT profession as Salesforce Senior Business Analyst / Salesforce Data Analyst / Salesforce Scrum Master / Salesforce Administrator / Salesforce QA Lead
* Experience in telecom, financial services, insurance, payments, and CRM
* Skill set is best utilized in Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Financial Services Cloud, Salesforce CPQ & Billing, Apttus CPQ & Billing, Salesforce Pardot, Marketo, Force.com Applications, Siebel CRM, Service Now, Siebel ICM, SharePoint, Lotus Notes, QlikView, Tableau etc.
* Excellent Communication, Analytical & Problem Solving, Flexible, Strong Attention to Detail, Customer Focused Approach and Relationship Building

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| SKILLS SUMMARY |

* Salesforce Certified Business Analyst
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Configuration, Business Analysis & Testing
* Waterfall, Agile - Scrum and Kanban methodology
* JIRA, QC/HP ALM, TFS, Target process, Confluence, GitHub, Visual Studio Code, Service Manager, Apex Data Loader, SOAP UI, Workbench
* Salesforce Product Suite – Sales Cloud, Service Cloud, Financial Services Cloud, Marketing (Pardot & Marketo), Salesforce CPQ (Steelbrick) & Billing, Apttus CPQ, Adobe E-sign, Conga Composer, Salesforce Lightning Experience Platform, Salesforce Mobile, Tableau and Force.com applications
* Salesforce Configuration – Apps, Objects, Tabs, Fields, Profiles & Permission Sets, Users, Reports & Dashboards, Chatter, Page Layout Assignment, Record Types, Workflow Rules, Validation Rules, Assignment Rules, Email Templates, Import Wizards, Security Controls & Sharing Settings

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| EDUCATION |

**University:** Gujarat University

**College**: Nirma Institute of Technology, Ahmedabad (Gujarat)

**Discipline:** Bachelor of Engineering (Computer Engineering)

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| **TRAINING & CERTIFICATIONS** |

* Salesforce Trailhead**:** Double Ranger Rank (200+ Badges)
* Salesforce Certifications: Salesforce Certified Administrator, Salesforce Certified Platform App Builder, Salesforce Certified Business Analyst
* LinkedIn Learning Certifications: Consulting Foundations, Agile Requirements Foundations, Financial Services Basics, Financial Accounting
* Internal Training: Enterprise Risk Management, Scrum Master
* AWS Certified: Sales Accreditation (Business)

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| **PROFESSIONAL EXPERIENCE** |

**Organization:** RingCentral  **Duration:** Nov 2022 – Till Date

**Applications & Environment:** Windows, Salesforce CRM, Workbench, JIRA, Own Backup

***Responsibilities*:**

* Worked with client business and IT Team to identify business needs and defining business requirements and transforming into user stories as per product established roadmap
* Participated in meeting with customers to document requirements and explore potential solutions ensuring alignments with development teams
* Liaised between line of business and development team while working with wide range of stakeholders and collaborating with cross functional team involved in Product management, Sales, Marketing, Partner/Customer Support and Operations.
* Understanding of GSP related signup process, account creation activity for post sales process, customer support process for accounts, platform integration considering interfaces and APIs.

**Client:** Global Payments **Duration:** July 2022 – Oct 2022

**Organization:** Capgemini

**Applications & Environment:** Windows, Salesforce CRM, Workbench, Slack, Lucid Chart, Figma

***Responsibilities*:**

* Worked with client business and IT Team to identify business needs and defining business requirements and transforming into user stories as per product established roadmap
* Participated in meeting with customers to document requirements and explore potential solutions ensuring alignments with development teams
* Understanding of merchant boarding and servicing, payment products and pricing, acquiring/payment processing, payment methods and APIs and file processing
* Liaised between line of business and development team while working with wide range of stakeholders and collaborating with cross functional team

**Client:** AFLAC  **Duration:** Jan 2022 – Jun 2022

**Organization:** Capgemini

**Applications & Environment:** Windows, JIRA, Salesforce CRM, Apex Data Loader, Workbench, Microsoft Dynamics CRM, SQL Server Management Studio

***Responsibilities*:**

* Worked with client business and IT Team to identify business needs and defining business requirements and transforming into JIRA user stories
* Worked closely with product owner and SMEs to identify business needs and defining business requirements and transforming into user stories in JIRA
* Facilitated meeting with customers to document requirements and explore potential solutions ensuring alignment with development teams
* Worked with management to prioritize business and information needs for data migration and data loading process in Salesforce
* Worked closely with Salesforce Solution Architect and Data Migration team to manage various data related problems such as system configuration, data mapping and sharing settings to provide support to various business objectives
* Prepared user training documentation to maintain knowledge for IT and Business team

**Client:** Zurich North America Insurance **Duration:** Sep 2021– Jan 2022

**Organization:** Capgemini

**Applications & Environment:** Windows, JIRA, Salesforce, Apex Data Loader, Workbench

***Responsibilities*:**

* Worked with business and IT Team to identify business needs and defining business requirements and transforming into JIRA user stories
* Acquired legacy primary data sources and identified, analyzed, and interpreted trends or patterns in complex data sets provided
* Worked with management to prioritize business and information needs for data migration and data loading process in Salesforce
* Administered and prepared data mapping of all data sources files received and analyzed it to make sure that newly created Salesforce fields are mapped appropriately during data load in various objects and fields
* Experienced with building SQL and SOQL queries to interact with databases and workbench
* Worked closely with Salesforce Data Architect to manage various data related problems such as system configuration and sharing settings to provide support to various business objectives
* Analyzed UAT bugs and participated in fixing UAT bugs providing overall support during UAT phase
* Prepared documentation to maintain knowledge related to data migration and data loading process in Salesforce

**Client:** Moody’s Corporation **Duration:** Sep 2020 – Sep 2021

**Organization:** Birlasoft

**Applications & Environment:** Windows, JIRA, Salesforce, Apttus CPQ, Marketo, Tableau, ETL Informatica, Service Now, Salesforce Communities

***Responsibilities*:**

* Proficient in scheduling Sprint Grooming Meeting, Sprint Planning Meeting, Scrum Meeting, Sprint Retrospective Meeting and Product Backlog Grooming Meeting
* Experienced with Agile project management tool to incorporate project boards and dashboards to provide more tangible way
* Discovered business needs to enter into demand management intake platform
* Worked closely with product owner to identify business needs and defining business requirements and transforming into user stories
* Facilitated meeting with customers to document requirements and explore potential solutions ensuring alignment with development teams
* Planned and Managed project team estimation efforts for every sprint releases
* Evaluated project risk related to requirement implementation, project communications and testing process resulting in organization savings
* Monitored incidents getting raised from business users and channeling it appropriately
* Discussed the implementation progress and solution approach to deliver the business value
* Contributed to Salesforce configuration like setting up and managing users, roles, profiles, views, public groups, roles, sharing rules, page layouts, record types, validation rules, configuring reports and dashboards etc.
* Experienced with Marketo platform which tracks campaign performance, highlighting successful initiatives to better strategize and meet revenue goals
* Experienced with Tableau Dashboards and data reporting as data analyst
* Experienced with building SQL and SOQL queries to interact with databases
* Experienced in documenting and defining testing process and methodologies
* Addressed project team member questions, prioritized end user feedback, contributed to implementing Salesforce enhancements based on organization goals.
* Contributed to internal documentation relating to programs

**Organization:** Valpak **Duration:** Jan 2018 – Sep 2019

**Applications & Environment:**  Windows, JIRA, Target Process, Salesforce, Service Manager, Pardot, Salesforce CPQ & Billing

***Responsibilities*:**

* Proficient in requirement gathering and transforming business requirements into functional requirement
* Experienced with enterprise-level Salesforce projects using agile software development methodologies
* Participated in product backlog meeting, sprint grooming, sprint planning, daily scrum meeting, sprint review meeting, etc.
* Interacted with development team to discuss the implementation progress and discussed the solution approach to deliver business value
* Contributed to Salesforce configuration like setting up and managing users, roles, profiles, views, public groups, roles, sharing rules, page layouts, record types, validation rules, data validations etc.
* Developed and created customized reports and dashboards
* Worked with data migration using Salesforce import & export utilities and Apex Data Loader
* Experienced with Pardot marketing automation platform which tracks campaign performance, highlighting successful initiatives to better strategize and meet revenue goals
* Good understanding of SFDC functionality with an emphasis on Salesforce CPQ & Billing related objects
* Experienced with common quote to cash processes such as quote creation, order and contract creation, amendments & renewals, product and pricing models, subscriptions, invoice generation, billing cycle and payment processing, payment allocation, credit note adjustments, debit note adjustments, AR, taxation, revenue recognition etc.
* Experienced with payment processing standards and technologies, such as PCI compliance, tokenization, and ACH
* Managed software testing process which includes test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing
* Well acquainted with test case creation & various testing such as Sanity testing, Functionality testing, Compatibility Testing, Regression Testing & User Acceptance testing
* Identify Salesforce problems and ensure full quality assurance testing
* Addressed user questions, prioritized user feedback, contributed to implementing Salesforce enhancements based on organization goals.
* Contributed to internal documentation relating to programs

**Client:** PricewaterhouseCoopers **Duration:** Mar 2014 – Apr 2017

**Organization:** Tata Consultancy Services Limited

**Applications & Environment:**  Windows, Lotus Notes, SharePoint, Tableau

***Responsibilities*:**

* Proficient in business analysis and understanding thoroughly the requirements from the business perspective
* Prepared test effort estimation based on defined scope
* Documented master test plan for tracking test activities during analysis & implementation phase
* Captured risk involved in the project and communicated it to the required project team & stakeholders
* Well acquainted with test case creation & various testing such as Sanity testing, Functionality testing, Compatibility Testing, Regression Testing & User Acceptance testing
* Prepared weekly test status report & Test Evaluation Summary Report based on test execution status
* Prepared presentation for providing application functionality demo to business stakeholders
* Participated in UAT kick off call and led UAT defect triage call
* Analyzed UAT & Production defects and performed root cause analysis
* Understanding of SLA measures and acceptance criteria for managing successful outcome of the project
* Prepared Best practices and lessons learnt document at the end of project

**Organization:** Thomson Reuters **Duration:** Jan 2009 – Mar 2014

**Tools, Applications & Environment:**  Windows, Toad, Apex Data loader, Salesforce, Siebel, ICM, Informatica, Chatter desktop, Customer Zone, Service Manager, QlikView, Tableau

***Responsibilities*:**

* Worked collaboratively with CRM delivery group & business stakeholders during requirements elicitation and analysis meetings and performed fit/GAP analysis
* Participated in product backlog meeting, sprint planning, daily scrum meeting, sprint review meeting, etc.
* Contributed to Salesforce configuration like setting up and managing users, roles, profiles, views, public groups, role hierarchies, sharing rules and record level permissions to provide shared access among different users, managing security settings, page layouts, validation rules, workflow rules, process builder, flow, Email templates, Reports & Dashboards, Chatter etc.
* Worked with various Salesforce.com objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Quotes, Orders, Approvals, Products, Pricing, Billing, Commissions, Activities, Contracts, Incidents/Cases, Solutions, Knowledge, Assignments, Alerts/Notifications, Users, Profiles, Chatter, Reports & Dashboards etc.
* Configured and maintained Salesforce CRM system processes for Sales, Service & Marketing with internal procedures
* Documented and trained staff on system best practices and processes

**Client:** British Telecom **Duration:** Jul 2006 – Jan 2009

**Organization:** Tech Mahindra

**Tools, Applications & Environment**: Siebel CRM, Windows, UNIX, Toad

***Responsibilities*:**

* Interacted with various business user groups for gathering the requirements for Siebel CRM implementation
* Managed software testing process which includes creating test plans, creating test cases, establishing protocols for appropriate testing environments and coordinating actual software testing process
* Involved with test execution and identified performance issues by detail log analysis of Siebel log running transactions
* Identified problematic SQLs and highlighted SQL performance issues to the DBA to apply SQL performance tuning to reduce execution time

I certify that the above information is correct to the best of my knowledge.

**Riddhi Banugaria Place: Tampa, FL**