

PROFESSIONAL SUMMARY

A Salesforce professional with 8+ years of experience. Presently, Working as a Business Analyst at LTIMindtree. Fiercely competitive in my approach and able to handle complex situations from a strategic perspective

SKILLS

- Business Analysis
- Project Management
- Client Relationship Management
- Training and Documentation
- Problem-Solving
- Communication and Presentation Reporting
- Analytics

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Business Analyst

EXPERIENCE

Salesforce Business Analyst

Mindtree May 2022 – Present

- Analyzed market segments to identify new business opportunities to expand the existing customer.
- Created and maintained functional specification documentations, estimates (budget plan), process flows, portfolios and case studies.
- Worked collaboratively with team members to design a solution that met with a client's business requirements.
- Strong product knowledge in salesforce sales, service and Marketing cloud.
- Incorporated the changes in business strategies and requirements. Ensured that requirements are realigned across systems and with multiple Teams.
- Conducted key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
- Scripted training documentation and conducted training sessions for users/clients to leverage ongoing improvements.

IT Analyst

TCS Oct 2018 - May 2022

- Analyzed customer requirements and designed cost-effective solutions for complex technical issues.
- Developed training materials for end-users on new technologies and systems deployed in the organization.
- Collaborated with existing clients to identify their requirements, resulting in good retention revenue.
- Good experience on Power BI and Tableau for managing the data.

- Create a shared project vision with our clients and communicate it to all parties involved.
- Served as point of contact for customer resolution , successfully deescalating 90% of issues without management involvement.
- Coordinate and participate in investigative efforts for data mining and business analysis.

Senior Analyst

HCL *Jun 2015 - Oct 2018*

- Understanding industry best practices in functional business areas (sales operations) to leverage business processes, driving improvements in workflow and applications.
- Worked closely with business users to enable business processes using SFDC.
- Experience working with Salesforce.com sandbox and production environments for different clouds.
- End-End feature ownership functionally and technically.
- Present data in visually attractive reports and dashboards that make complex topics easy to understand.
- Timely resolution of complex issues to ensure minimum customer impact.
- Identified problem areas and provides recommendations for future enhancements.
- Work collaboratively with team members to design a solution that will meet a client's business requirements.

EDUCATION

Bachelor of Technology - Computer Science
DCRUST,Murthal