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**Madhavi Mishra**

 **Contact no: 650-270-5768**

**Email: Madhavi\_mishra2002@yahoo.com**

**Summary:**

**Business Analyst and Project Manager:**

* Experience as a Business Analysts / Project Manager working in Scrum or Agile development environments
* Experience working with project planning tools, Google Suite, Jira, Asana and Planner
* Ability to lead user stories and business analysis requirements on projects leveraging Agile Methodology
* Key contributor in cross-functional teams, BRD review, development plans, and roadmap development
* Experience in training end users and prepare related documentation (training materials, process and data flows, and use cases)
* Experience in managing cross-functional programs in a matrix organization covering a range of areas (Sales, Service and community cloud environment)
* Experience in defining roadmap and long-term strategy for team
* Managed and developed end-to-end project planning and schedule
* Managed project from inception, requirement gathering, design, development, testing, implementation, and post implementation phases
* Experience in change management process for projects and enhancement
* Involved in day-to-day coordination and quality assurance for projects and enhancements
* Managed internal and external process improvements across multiple teams and functions
* Helped driving product decisions to align with higher company initiatives, Providing and/or reviewing the accuracy of project materials.
* Worked with the management and client to determine project budgets. Make determinations and provide recommendations addressing new project schedules and/or feasibility of pre-determined schedules.

**Salesforce Administrator:**

* Data Skills: Data Loading (Excel document expert, data scrubbing, sorting, etc.), Experience with Data loader, Demand tools and Bulk loading data and edits
* Knowledge of Lead and opportunities, relationships and customizing fields
* Experience in creating and customizing Workflows, Formula field and Validation rules for standard and custom objects.
* Handled all basic administrative functions including user account maintenance, reports and dashboards, workflows, Case Management and other routine tasks
* Coordinate the evaluation, scope and completion of new development requests
* Work with our Sales and Marketing teams to establish suitable processes to
* Salesforce Security setup including Org Wide Defaults, Sharing Rules, Field Level Security, Roles, Profiles, and Permission Sets Custom Lightning App Setup including page and profile assignments Validation Rules, Workflow Setup, and Process Builder
* Agile UAT testing (Sales cloud, CPQ)

**Education:**

* **Master’s degree**: General, San Francisco State University, 2007

 **Sales Force Certification:**

Salesforce Admin Certified (CERTIFICATION NUMBER: 8675883)

Salesforce Advanced Admin Certified (CERTIFICATION NUMBER: 20545127)

Salesforce Certified App Builder (CERTIFICATION NUMBER: 10759922)

Salesforce Certified Sales Cloud Consultant (CERTIFICATION NUMBER: 17000299)

Salesforce CPQ Specialist (CERTIFICATION NUMBER: 19820706)

Salesforce Community Cloud (CERTIFICATION NUMBER: 20757851)

Salesforce Platform Developer I (CERTIFICATION NUMBER: 20979348)

* **SAS Certification:**

 SAS Certified Base Programmer using 9: Certificate Serial # BP047221V9

SAS Certified Advance Programmer using 9: Certificate Serial # AP013880V9

SAS Certified Clinical Trails Programmer using 9: Certification Serial # CTP000894V9

**Work Experience:**

* 1. **Salesforce Administrator and Business Analyst (Google Local Service)**

**Google**

 Redwood city, CA

 March 4, 2019 – Present

**Responsibilities:**

* Instance: **GLS(Google Local Service)**
* Working as Sales Force Admin and Business Analyst in Google local Service Group. Involved in business requirement gathering, analyzing and documenting the requirement.
* Developed workflows, Validation Rules, Cases and approval processes for various policy managements
* Configured profile-based security on Object/Field Level
* Involved in daily stand up meetings to discuss the progress of work. Created page layouts, search layouts, custom links, and related lists. Experience in working with config Workbook.
* Email-to-case in Lead and Case management.
* Experience in Data migration from Excel Systems using Apex Data Loader
* Experience in generating Reports, Dashboards, customized Reports and analyzing the data.
	1. **Salesforce Administrator and Business Analyst (CPQ)**

**Brillio**

 Santa Clara, ca

Dec,2018-March,2019 (3Months)

* 1. **Salesforce Administrator and Business Analyst (Operation Channel Sales)**

**Google**

 Redwood city, CA

 Nov 2016- Nov ,2018 (2years 1month)

**Responsibilities:**

* Working as Sales Force Admin and Business Analyst in Google Channel Sales Operation Group.
* Involved in business requirement gathering, analyzing and documenting the requirement.
* Developed workflows, Validation Rules, Cases and approval processes for various policy managements
* Configured profile-based security on Object/Field Level
* Involved in daily stand up meetings to discuss the progress of work. Created page layouts, search layouts, custom links, and related lists. Experience in working with config Workbook.
* Email-to-case in Lead and Case management.
* Experience in Data migration from Excel Systems using Apex Data Loader
* Experience in generating Reports, Dashboards, customized Reports and analyzing the data.
* Implemented Picklists, field dependencies, lookups, junction objects, master detail relationships and formula fields to the custom objects.

**Business Analyst:**

* Responsible for creating, managing, and delivering of required documents for application.
* Serve as liaison between customers and team developers to overcome applications issues and maintain established business relationships.
* Work with end users and management to document, design, test and deploy complex processes.
* Prepare training material and provide in person training, and training via web conferencing.
* Monitor new Salesforce released features and functionality to provide recommendations for process. Conduct business analysis by working with end users to identify system, operational requirements.

* 1. **Project Manager and Business Analyst**

**Cellerant Inc.**

 San Carlos, CA

 Aug 2010- Oct,2016 (6 years)

In Cellerant Inc, I gathered requirement and partnered with various development teams for end to end solution. I also have hands-on in creating new custom objects, creating validation rules, workflows, assigned fields, designed page layouts, and custom tabs and components in Salesforce.

Responsibilities:

 3+ years of professional IT experience as a Sales force Admin and Business Analyst

* Involved in Salesforce.com application setup activities to meet the functional requirements. Involved in business requirement gathering, analyzing and documenting the requirement. Involved in creating the Epics and stories for each requirement items and prioritizing them after discussing with product manager.
* Involved in daily stand up meetings to discuss the progress of work.
* Created page layouts, search layouts, custom links, and related lists

**Business Analyst:**

* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Delegate project roles and managed deadlines.
* Collaborate with Business Sponsor to define scope of projects and timelines associated with completion of project.
* Conduct meetings and facilitate collaborative discussions for requirement changes and new functionality needs.
	1. **Project Manager Clinical SAS**

**Private Technology**

 Redwood city, CA

 Aug 2007- July,2010 (3 years)

**Responsibilities:**

* 3+ years of professional IT experience as a **SAS**/ Statistical programmer with the experience in statistical programming in various phases of clinical trials working for Pharmaceutical companies.
* Experience in **Reporting** and **Clinical Data Management** involving analysis, design, development, testing.
* Set up project Plan and Project time line.