



Guljeet Kaur

Salesforce Business System Analyst
Certified Scrum Master | 6x Salesforce Certified

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PROFESSIONAL SUMMARY

Passionate Salesforce Business System Analyst with 11+ years hands on experience in Salesforce customer relationship management application with proven capabilities to navigate the IT team and business sponsors through a level of ambiguity including business process change, interaction with various stakeholders in business and technology space, quickly grasp and model business processes, consolidate the business requirements, translate business requirements to technical requirements and make that business-to-IT connect.

Excellent Problem Solving, Conceptual, Interpersonal, Communication, Decision making and Analytical Skills.

KEY SKILLS

- Business Analysis & Research
- Solution Design & Delivery
- Project Management & Delivery
- Stakeholder Management & Risk Mitigation
- Agile & SCRUM Methodologies
- Documentation & Reporting

TECHNICAL SKILLS

Domain Exposure	Sales, Marketing, Supply Chain
Methodologies	Agile (Scrum), Waterfall
CRM	Salesforce.com Admin, Salesforce.com Advance Admin, Salesforce Sales Cloud, Salesforce CPQ, Salesforce Community Cloud
ERP	Oracle ERP business Suite
Documentation Tools	MS Office, MS Excel, MS Visio Pro, JIRA, Confluence
Design Tool	Lucid Chart, MS Visio, MS Project
Database	Oracle SQL

Certifications

Salesforce Certified CPQ Specialist | Cred ID 21305552
Salesforce Certified Community Cloud Consultant | Cred ID 21337038
Salesforce Certified Sales Cloud Consultant | Cred ID 21277888
Salesforce Certified Administrator | Cred ID 20439819
Salesforce Certified Advanced Administrator | Cred ID 21336292
Certified Scrum Master

EDUCATION

- **ICFAI Business School**, Hyderabad, India
 - Diploma in Business Management.
- **Punjab University**, Chandigarh, India
 - Bachelor's Degree

PROFESSIONAL EXPERIENCE

Tricopps LLC

Feb 2019 – Present

- Transformed the software development methodology from waterfall to agile which resulted in increased throughput and value of delivery.
- Project management for multiple projects from initiation to completion with activities involving project scoping, maintaining project plans/timelines, project status updates to internal team and business partners.
- Proficiently organize and facilitate Daily Scrum, Sprint reviews, retrospectives, sprint, and release planning.
- Collaborate closely with product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon and stories are ready for sizing.
- Effectively track team's progress, including Burn Down, velocity and release forecasting.
- Support the new product introduction process to make sure any new products are readily available, orderable, and licensed as part of the quote to cash lifecycle.
- Vast Experience in Integration Xactly with Salesforce.
- Strong understanding of Sales Compensation Landscape in enterprise environment.
- Played a key role for Complex Project Implementations including (New Product Introduction) NPI implementations for Lead to Cash Business track by leveraging Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce CPQ, Subscription Billing Configurations and Custom processes.
- Served as Key member for Solutioning and Architecting for the Salesforce CPQ Solution, Salesforce Subscription Billing Solution (Annual Recurring billing), Salesforce Renewals and Amendments Solution to make the quoting and ordering process easier for the sales reps and operations.
- Manage biweekly Salesforce enhancement/production support sprints to support

sales/service cloud enhancements/issue resolution for different business functions such as Marketing, Sales/Channel, Sales engineering, Legal, order management and customer support

- Assisted in user adoption of new tools such as Storyteller and documented business processes for different functions within the org using storyteller
- Acted as QA for mid-size projects and performed end to end testing, created test plans, test scripts using QA Symphony and other test documents for user acceptance testing, Conducted proof of concept demos and other functionality demos for the business
- Created training materials and trained users on new functionality.

AGL Solutions, Bangalore

Sep 2012- Apr 2018

- Created and reviewed business, user, non-functional and system level requirements in the form of Use Cases, UML, Epics, Stories using appropriate analysis tools/techniques
- Analyzed the requirements and converted the business requirements into technical requirements relating to the application for the development team
- Performed end to end Salesforce configuration based on client requirements and involved in implementation of Salesforce CRM
- Responsible for creating and maintaining the Business requirements document (BRD)/Functional document/Technical documents to be handed over to the development team

AWC Software Pvt Ltd

Aug 2007 – Mar 2010

- Liaison between Supply Chain Operations teams and Business applications managers to drive the Functional aspects of project delivery.
- Analyzed and collected business requirements, identified User interfaces, and created the BRD by user interviews identifying ambiguous, incomplete, and incorrect requirements.
- Responsible as a primary owner for Designing, Customizing, Enhancing, Testing and Implementation of complex logic for Spare Parts Division system.
- Responsible for Conducting Requirement gathering, Functional design discussions, Fit Gap analysis, Impact review, QA and UAT preparation for Spare Parts Division system.
- Worked primarily on Customization of User Interface and Reports for Spare Parts Division System:
 - To Enable New fields in Spare Parts Division system User Interface and Reports.
 - To Disable existing fields in Spare Parts Division system User Interface.
- Communicated and collaborated with stakeholders to elicit, gather, and analyze high-level business requirements.

Achievements / Awards

- Unsung Hero Award
- Best Customer Impression Award