

Aruna Mohanty

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OBJECTIVE

I am a Result oriented professional with more than 6 years of experience in IT, Sales & Service domains. Meet with business partners to determine business, data & functional requirements, translate business and data requirements into Salesforce design Participate in and/or lead efforts to develop and execute testing, training and documentation. Extensive experience in Agile- Scrum Methodology and prioritization of Product Backlog, designing user stories, Gap analysis and facilitating scrum ceremonies.

EDUCATION

Purushottam Institute of
Engineering & Technology

Apr 2008 – Jun 2012

◆ B-Tech

WORK EXPERIENCE

CRMIT Solutions Pvt. Ltd.

Nov 2021 – Present

◆ Senior Business Analyst

Project: UHC NA (UnitedHealthCare National Accounts)

Responsibilities:

- Working with business partner from US to elicit high level requirements and capture business needs on CRM & Service side.
- Clearly, articulates and documents business requirements (BRD), FRD & Capture User Stories.
- Also handling scratch/new project of UHC – M&M (Medicare & Medicaid).
- Taking lead for all discovery sessions for gathering data from the new client.
- Showing demos for SLA (Entitlement & Milestones), Case creation through web and email, in our Dev instance to show our clients what existing/standard functionality Salesforce offers us.
- Creating ER diagrams/data model for the client to finalize them asap.
- Managed 10 person team of business process consultants.
- Worked tirelessly to improve the overall performance of the University by assessing billing, workflow, and customer relationship management and productivity.
- Guided and advised less experienced Business Analysts.
- Worked to ensure a positive and hassle-free customer experience.

Gyansys Infotech Pvt. Ltd.

May 2019 – Nov 2021

◆ Salesforce Business Analyst

Project: Stanley Black & Decker

Responsibilities:

- Work with business partner from (EANZ (Europe, Australia & New Zealand) & NA (North America)) to elicit high level requirements and capture business needs on CRM & Sales side.
- Worked effectively with cross-functional teams to develop the software solution that elevated client-side experience and significantly improved functionality and performance.
- Articulates and documents business requirements (BRD), FRD & Capture User Stories.
- Assessing the risks of various solutions and prioritizes competing business demands.
- Coordinating project delivery by participating in design reviews and walk-through to communicate systems designs and validate proposed solutions.

- Coordinating teams consisting of cross functional, global, and Sub-Contractors.
- Obtaining key inputs from enterprise architecture teams and identifies solution inter dependencies.
- Engage with knowledge workers to incorporate usability and user interface needs when designing systems.
- UAT testing is a must to make sure system is functionally working as it should.
- Giving KT to new developers on the platform and functional part of the Project.

Quotient 4 Technologies

Nov 2016 – Apr 2019

Project: Easy Policy

Responsibilities:

- Analysis of the Requirements and writing functional specification document.
- Describing assumptions and scope boundary
- Security design and qualitative data testing of Salesforce and Force.com application.
- Assist sales with developing prototype demonstrations, as well as managing and completing system configurations and setting up users and respective admin tasks.
- Carrying out Salesforce administrative work such as data entry, list uploading, list cleansing, reports, etc.
- Configuring standard objects and modules including validation rules, formulas, record types and page layouts.
- Customizing the Salesforce platform to meet the company's needs.

Conducted Training:

1. Successfully organized workshops and training events for 200+ participants.
2. Managed the professional development and training of staff, including internal program and staff evaluations, to drive productivity and effectiveness. Hands on experience in dealing with ERP, ECM, CRM, HRM system.
3. Worked on fitment analysis for categorization of all requirements according to complexity and implementation feasibility in Salesforce platform.
4. Created the training documents, Screen Navigation Document and trained a group of users also.

Jan 2018 – Apr 2019

Project: New Well security redesign

Responsibilities:

- Configured SFDC workflow rules, Approval process, Custom Objects.
- Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
- Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
- Follow up to closure in order to implement change and escalate to supervisor if required.
- Coordinate analysis and alignment of stakeholder's requirements and facilitates requirements prioritization, ultimately advising business stakeholders on implementation options by collaborating with solution delivery teams – Developers, Architects, Project Managers, and Quality Assurance.
- Knowledge of the organizational structure, business processes and culture to help build relationships with key groups.
- Analytical skills to respond to requested changes and identify customization.

SM NETSERV TECHNOLOGIES

Feb 2015 – Sep 2016

.Net Developer

Project: E-claim

Responsibilities:

- E-claim (electronic claim), this was a project related to an US based company named as AFS (American Food Services).
- This was a window application through which we can process files.
- And these files we were able to convert into multiple formats such as excel text etc.
- Basically, this application was for billing process.
- Once we process these files through the application, then we use to load these data into database as records.
- Worked as a developer for the Application and its all modules.

Jul 2015 – Sep 2016

Project: CB (Career Builder)

Responsibilities:

- Career Builder is a job portal site of US. I was a part of email team. Basically, the email team has its own products: 1. RET 2. DJR 3. Job Boost.

- All have the same functionality of sending emails in bulks to job seekers from the job posters.
- But they filter the job with their respective process.
- The most effective product is Job Boost which is limited. Also worked on an inventory project for emails through which spam emails were reduced to 90% from what original.
- As a developer I re-designed the UI for the Job Poster site, working on the ongoing production issues and fixing them, new modules for email site, inventory project for reducing the sends of spam emails to the customers.

CERTIFICATIONS

Salesforce Administrator
Aug 2021



SKILLS

Project Management
Expert

Resource Management
Expert

Stakeholder management
Expert

SDLC methodology
Expert

Documentation
Expert

Resource Planning
Expert

User Experience
Expert

Agile Development
Expert

HOBBIES

Panting, Gardening