Shobana perumal

(407) 733-2244 | [shobidivs@gmail.com](mailto:shobidivs@gmail.com) | [linkedin.com/in/shobana-perumal-b7865296/](https://www.linkedin.com/in/shobana-perumal-b7865296/)

# OBJECTIVE

Goal driven and extremely passionate Salesforce.com Business Analyst with Salesforce.com Administrator Certification and 4+ years of experience in analyzing business operations. Formal education in Computer Science Engineering and MBA in Human Resource Management seeking a job to utilize exceptional analytical and strategic skills.

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| WORK EXPERIENCE **Sr. BUSINESS ANALYST(Salesforce)(December 2014 - October 2016)**  **HCL TECHNOLOGIES, CHENNAI, INDIA**   * Acted as a Product owner in an Agile (scrum) based project. * Worked with business to observe, elicit and define business requirements to support the development team. * Responsible for maintaining the product backlogs and ranking/prioritizing the requirements to add to the sprint backlog. * Experience in conducting business product walkthroughs and demos. * Collaborated with the team continuously to deliver sprints to the business. * Performed User Acceptance Test(UAT) to validate and review the requirements. * Worked as a Salesforce.com Administrator to setup organization and maintain users and their licenses and automated business processes using workflow and process builder. * Experienced in sales cloud and service cloud. * Expert level experience in MS excel including Vlookup, pivot tables and formula.   **SALESFORCE BUSINESS ANALYST (July 2012- December 2014)**  **HCL TECHNOLOGIES, CHENNAI, INDIA**   * Responsible for creating SDLC artifacts including business requirement document, Project vision plan, Requirement traceability matrix, User stories, Epics and Use cases. * Experienced in Salesforce.com configuration including Organization setup, users, objects, fields, profiles, roles, workflows, approval processes, process builders and flows. * Worked with the business to gather requirements, review the specifications, analyze and evaluate business processes and user needs. * Provided support and feedback to the developers and other stake holders. * Conducted meetings and presentations with the business teams for technical design requirements and functionalities. * Documented Minutes of the meetings (MoMs) and circulated across all the stakeholders. | Skills  * MS Office, Jira, Salesforce.com * Agile (SCRUM) Methodologies * SQL * Tableau * English (Fluent), Tamil (native) Japanese (Basic) * Programming Language: C#, .Net, C++, Embedded C/C++, Java/J2EE  Certifications  * Salesforce.com Certified Administrator (**SCA**) * Salesforce.com Certified Advanced Administrator (**SCAA**) * Japanese Language Proficiency Test (JLPT- N5) certificated professional |

# EDUCATION

**Master of Business Administration in Human Resource Management July 2013- May 2015**

Anna University, Chennai, India

**Bachelor of Engineering in Computer Science Sept 2008 – May 2012**

Sri Venkateswara College of Engineering ,Chennai, India