



# Aditi Kansal

Salesforce Business Analyst with 3 years of relevant experience and looking out for change . Experience in conducting business requirement gathering sessions with end users and stakeholders as well as in creating business requirement documents .

## GET IN CONTACT

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## PERSONAL DETAILS

- Total Experience 5 Years 0 Month
- Current Location Pnepat
- Date of Birth Aug 18, 1992
- Gender Female
- Marital Status Married

## SKILLS

- Salesforce Adminsitration & Integration
- Sales Cloud & Service Cloud
- Requirements Gathering & Analysis Business Analysis
- Preparing Business Related Documents
- Project Coordination
- Business Analysis
- Business Analysis Consultant
- Business Analysis Project Manager
- Business Analysis Coordinator
- Salesforce QA
- Salesforce Community Cloud
- Salesforce Sales Cloud
- Salesforce Service Cloud
- Data Loader
- Data Integration
- Brd
- FRD
- SOW
- Salesforce Implementation

## TECHNICAL SKILLS

- Salesforce, SOQL, SOSL
- MS Office
- Salesforce.Com Administration
- Salesforce CRM
- Consulting And Implementation
- Quality Assurance
- Project Management
- Data Load

## PROFILE SUMMARY

Salesforce Business Analyst with 3 years of relevant experience in solving business problems. Experience in conducting business requirement gathering sessions with end users and stakeholders as well as in creating business requirement documents and other functional documents. Have a thorough knowledge of agile project management Experience in defining use cases and user stories. Have experience in implementing projects on the ground and interacting with the various stakeholders to ensure their success. Designed end to end process flows for various processes in the projects in which I was aligned. Have experience in giving requirement de-briefing sessions to developers and handling their queries. Have experience in creating as well as evaluating test cases for various user stories. A team player with good communication skills, ability to learn and deliver on time.

## EDUCATION HISTORY

### Post Graduation

Course	other( Other Specialization )
College	UPTU
Year of Passing	2015

### Graduation

Course	B.Tech/B.E.( Computers )
College	Uttat pradesh technical university
Year of Passing	2015

### Class XII

Board	CBSE
Medium	English
Year of Passing	2010
Grade	75-79.9%

### Class X

Board	CBSE
Medium	English
Year of Passing	2008
Grade	85-89.9%

- Salesforce Sales Cloud
- Salesforce Service Cloud
- Salesforce Community Cloud

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## LANGUAGES KNOWN

- English

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## COURSES & CERTIFICATIONS

- Step Plus English Proficiency
- ADM 201 Salesforce Certified Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant

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## SOCIAL LINKS

- <https://www.linkedin.com/in/aditi-kansal-b16a39160/>

## WORK EXPERIENCE

Jan 2022 to Feb 2023

### Salesforce Business Analyst at Cloud Certitude

Acted as a point of liaison between the Stakeholders and the Development Team while working with a wide range of Stakeholders and collaborating within the team to execute analytics-driven strategies for business growth. Managed the entire project starting from scratch until deployment . Developed document working prototypes and workflow diagrams to facilitate better system understanding. Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects. Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization's goals. Worked on tools like- Lucid Chart, MS Excel, MS Power Point to prepare the documents, DFD's, Estimates, Proposal Documents, User Manuals, Deployment Documents, SOW's. Requirement Gathering. Business Requirement Documentation and Functional Documentation. SFDC Configuration and customization of application as per requirements. Developers Briefing. Project Management. Stake Holders Management. To administer and manage the Salesforce CRM application. Designed Sharing Model for the organization-role hierarchies, sharing rules and record level permissions to provide shared access among different users. Created fields, page layouts, custom objects . Created workflow rules, assignment rules escalation rules, duplicate and rules based on user's requirement. Implemented workflow rules, views, and business processes. Created logical formula fields with proper functions to meet user's requirement Developed customized Reports & Dashboards. Created plans and communicated deadlines to complete projects on time. Thrived in fast-paced environment with energy and enthusiasm. Met schedule using excellent planning and coordination skills. Trained and mentored employees to maximise team performance.

Mar 2021 to Dec 2021

### Salesforce Business Analyst at Kcloud

Managed the entire projects from the kick-off calls until the deployment into Sandbox. Created multiple required documents like- BRD, SOW, User Manual, Technical Design Document, Proposal Document, and Presentations for the same. Acted as a point of liaison between the Client and the developer inclusive of the internal team. Took the Scrum calls with the Client and handled the end-to-end implementation for the project. Prepared BRD's, TDDs, User Manuals, Solution Flow Diagrams etc. Requirement Gathering and Analysis. Pre Sales and Estimations. Requirement elaboration to developers. Create and configure Reports and Dashboards. Configured Data Security , Record Types, Page Layouts , Validations , Change Set Deployments etc. User Stories using Jira. Exposure to Project Management.

Aug 2020 to Mar 2021

### Business Analyst SALESFORCE at 360 Degree Cloud Technologies

Work with clients and end users to Gather, understand and define business requirements. Requirement Elicitation.

Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients Creating the User Stories with the scope of Salesforce on JIRA Collaborate with developers to test and verify that solutions will meet the business requirements Performing Salesforce UAT Hands-on experience in Creating Workflows, Process Builders, Roles and Profiles, Creating and assigning permission sets to the profile. Creating Reports on Salesforce. Specialized in Data Migration Activities.

Aug 2015 to Jun 2018

**Certified Salesforce Administrator & Application Support Engineer at Wipro Technologies**

Worked on ETL as part of Data Warehouse Platform Application Monitoring. Worked on SQL , Oracle . Providing customer value through automation in application to reduce manual efforts. Closure of problems by trouble shooting, perform root cause analysis (RCA) & complete documentation of problems and solutions in known error database (KEDB). Communication of issues and escalation procedures adhered as per the Delivery book. Conduct effective Application monitor, ticket analysis and other best practices to evaluate the feasibility of ideas for better productivity. Incident Management ( Worked as Incident Analyst-Tier3 Support) Deliver reports to clients at State Street within SLA. Understanding client issues and troubleshooting them by performing root cause analysis and proposing customized relevant solutions within the given deadline. Work upon Process Improvements for the enhancement of quality deliverable to the clients. Installation, Maintenance and Troubleshooting. Client Accountability (SPOC). Contribution towards Content work. Database Administration. Administered and managed the Salesforce CRM application. Designed Sharing Model for the organization-role hierarchies, sharing rules and record level permissions to provide shared access among different users. Created fields, page layouts, custom objects . Created workflow rules, assignment rules, escalation rules, duplicate and rules based on user's requirement. Implemented workflow rules, views, and business processes. Created logical formula fields with proper functions to meet user's requirement. Developed customized Reports & Dashboards.