

SHEFALI SRIVASTAVA

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EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

Master of Science in Management Information Systems

June 2020

Courses: IT Project Management, Salesforce Tech Consulting, Product and Quality Management (Lean Six Sigma and Agile), Predictive Analysis

JAYPEE INSTITUTE OF INFORMATION TECHNOLOGY, NOIDA

Bachelor of Technology in Computer Science, Engineering

July 2017

Courses: Database Management, Statistics, Economics, Analytics

EXPERIENCE

Price Waterhouse Coopers (PwC)

IT Consultant-Analyst

April 2016 – July 2019

- Implemented Information Technology General Controls (ITGC) Audit on SAP and home-grown ERPs. Hence, provided recommendations to client on compliance and operational processes. Performed risk assessment to identify and evaluate controls over security, SOD etc. Helped client to assess potential for optimization by 40%.
- As an analyst, performed technical and functional analysis. Conducted sanity checks to ensure each security design (profiles, permission sets, OWD Settings, field level security, sharing rules) work as planned.
- Coordinated and performed system testing to ensure requirements are met. Worked closely with project team during user acceptance testing (UAT), tracking issues and securing end user acceptance sign-off.
- Collaborated with global PwC firms and Cross- functional teams for timely delivery and management of projects with competing deadlines, which resulted in reduced operational risks and optimized budgeted hours.
- Leveraged business knowledge and expertise to identify opportunities for process improvements.

CERTIFICATIONS AND AWARDS

- Professional Scrum Master (PSM I), April 2020
- Tableau Desktop Specialist, Jan 2020
- Star Performer Award for timely delivery of projects and handling work pressure, September 2018, PwC

RESEARCH AND RELEVANT PROJECTS

Salesforce Consultant

Feb 2020-May 2020

- Implemented Salesforce Non-Profit Success Pack (NPSP) for “Ovarian Cancer Project”.
- Built a robust donation management system to track and manage one-time and recurring donations and in-kind contributions.
- Used web to Lead functionality to develop custom responsive online donation forms to capture gifts from nonprofit’s website.
- Created and maintained proper documentation of processes, policies, application configurations and help-related materials, ensuring opportunities and challenges are addressed effectively.
- Conducted effective Requirement Gathering sessions to comprehend business problems and provide effective solutions.
- Experience with Salesforce surveys and building visual flows to collect data and analyze them using reports and dashboards. Used Web to Case functionality to gather customer requests directly from company website.

SKILLS

- Business Intelligence-Advanced MS Office (Excel, PowerPoint, Word, Outlook), IBM Co-Creator, Salesforce CRM
- Technical Skills-ITIL and Agile Framework, SQL, Tableau, ServiceNow