**Aanchal Kataria**

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**SUMMARY**

**Salesforce 4X certified professional offering nearly 9 years of experience working in the IT industry including development, business analysis and administration.**

* Approx. 6 years’ experience as a **Salesforce Business System Analyst**.
* 3 years’ experience as a **developer** that includes:
  + 1 year developing PostScript code from technical requirements using VIPP programming language.
  + 2 years’ experience in developing Mobile Application**s** for MTK base code of MTK chipsets with Programming in C including debugging on VC++ compiler.

**AREA OF EXPERTISE:**

* Working with clients to **gather business requirements** and providing system-based solutions that increase efficiency and reduce operating costs.
* Bridging the gap between business and technical team and **Analyzing the Scope of the Requirements**, and managed requirements to avoid Scope Creep. Experienced in **Gap Analysis,** Testing, and Implementation Phase.
* Strong knowledge & experience working in teams implementing **Agile Methodologies.** Attended and facilitated **Agile Ceremonies**- Daily Stand-up, Story review sessions, Refinement and Grooming sessions, Sprint Retrospective meetings.
* Experienced in preparing functional documents like **Use Stories** and Software Requirements Specifications (SRS), **Visio** Flow Diagrams and **preparing organization-wide used documentations**.
* Experienced in providing **product** **Demo** to the Tech team and business team before the development starts.
* Proficient in **JIRA**- Backlog prioritization, story writing, management of sub-tasks and issue triaging process.
* Experienced in working on **multiple SF sandboxes** during project discovery and implementation phases.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**SALESFORCE KNOWLEDGE:**

* Strong knowledge and work Experience in Salesforce **Sales cloud**, **Community Cloud and Service Cloud**
* **Configuration** of various salesforce.com **standard objects and custom objects**.
* **Lightning app builder.** Designed variousapp pages, home pages, record pages for project requirements.
* **Page layouts, compact layouts, search layouts** to organize fields, custom links, **related lists**, and other components on a record detail and edit pages.
* **SF mobile application customization and designing**. Designed various mobile app page layouts and functionalities.
* Setting up **Custom Profiles, Roles, User Management, OWD, Field Level Security, Sharing Rules, Permission Sets and Role Hierarchy**.
* SF **object relationships**- Master-detail object relationships, junction objects, dependent pick lists, lookups.
* Implementation of **validation rules** and formula fields to the custom objects.
* **Salesforce Analytics**: Managing **Reports and Dashboards**
* **Salesforce Flows, Workflow rules, Process Builder, Approval processes**
* **Setting up Salesforce Automation-** Case assignment rules, Case Auto-response rules, and Case escalation rules.
* Knowledge of Salesforce.com SFA, Force.com **Apex Classes, Apex triggers**, Visual force, Force.com API, SOQL, and SOSL.
* Experience in Salesforce **Lightning**, **AppExchange and installing Packages** into various SF environments

**Salesforce Integrations with third party apps**: **Docusign** with Salesforce, **SHL Skills Assessment** within SF, Robert half web-based application with Salesforce, Google sheets using Zapier

**Data Migration**: Good knowledge on experience in **Data Loader** and **Workbench**

**Salesforce Sales cloud:** Knowledge in **Account** Summary, **Lead** and **Opportunity** Management, **Campaign** Management, Lead generation, setting up new accounts, creating contacts.

**Salesforce Service cloud:** Good understanding of **Customer service**, **Status Center**, managing **Agent workspace**, Case management, service console, **Omni-channel routing,** setting up Email to case, Web to case, **customizing CTI**

**Salesforce Community cloud:** Knowledge on SF community set up - Integration of Web based application (Drupal forms, SF forms) and the data flow to SF APIs.

**CERTIFICATIONS**

* **Salesforce Certified Administrator – ADM (201) Credential ID: 22502067**
* **Salesforce Certified App Builder Credential ID: 22968818**
* **Salesforce Certified Advanced Administrator Credential ID: 2444899**
* **Salesforce Certified Business Analyst Credential ID: 2488120**
* DevOps Certified throughEdureka classroom training**.**

**TECHNICAL SKILLS**

**Programming Concepts:** Knack ofApex and C and VIPP free flow interpreter language.

**Tools:** Workbench, Zapier, Data Loader, SOSL, SOQL, JIRA, RMTT, HPQC, SOAPUI, RESTful APIs, Ghost script output visualizer tool, GIT, SVN, Solimar Server, SharePoint, Beyond Compare, MS Office, Zoom, Miro, Zeplin

**Methodologies:** Waterfall Model, Agile and DevOps

**DevOps concepts** – Familiar with tools: Version controlling with GIT, Maven, Jenkins, Build Pipelines, Docker, Puppet, Chef, Ansible, Nagios

**WORK EXPERIENCE**

## ZENITH INFOTEK LLC October’2021 to PresenT

## TITLE: Sr. business SYSTEM ANALYST

## CLIENT: RobertHalf DOMAIN: Resourcing

**Project Description & Role:**

RH is a global [human resource consulting](https://en.wikipedia.org/wiki/Human_resource_consulting) firm with a variety of divisions and verticals. Team RH2.0 build a digital front end for contract talent services, which enables self-service offering for clients who chose that option. We are responsible for designing and building the product such that full-service clients and candidates can get the improved experience, speed and convenience of interacting with Robert Half online. The project is web-based and aligns on the Salesforce community cloud.

* Active participation in Requirement Gathering Sessions, Discovery meetings, Client and candidate Squad meetings, and all Agile ceremonies. I am mainly responsible for creating and maintaining documentations on JIRA in the form of user stories. Also responsible for handling issue triaging process to analyze defect or requirement gap.

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## CLIENT: charles schwab, New jersey DOMAIN: finance

**Project Description & Role:**

Charles Schwab is one the biggest financial client in USA. I joined a team that was kicking off to implement internal facing applications for financial consultants to the call centers. Interacted with various business user groups for gathering the requirements for **Salesforce mobile and desktop applications** and documented the Business and Software Requirements in JIRA in the form of user stories.

* **Apps Implemented:** Account Summary, Investor Profile, Call List Manager
* Integration of **DocuSign e-sign app** with Salesforce for a paperless signing experience. Configured security and organizational hierarchy for sales for salesforce implementation. Worked actively with Tech team, UX designer, PO and business team to stay updated on what’s in development. Involved in Design and development of Workflows rules, triggers, validation rules and other customizations with Salesforce. Gained experience in **Docusign managed package installation over multiple sandbox environments.** Closely worked on visibility securities like roles, profiles, field level securities, user accounts in sandbox during project discovery and implementation phase.
* Actively participated in Requirement Gathering Sessions, UX design discussions, Rep interview sessions, Agile ceremonies, PI planning events and team breakout sessions. I was responsible for creating and maintaining documentations on the Schwab’s Confluence portal.
* Worked on salesforce desktop and mobile app customization for Schwab’s Rep user set and created various Profiles, roles, permission sets. Reviewing the test cases and bugs provided by the QA team, setting up and providing feedback. Suggesting field level security implementations along with page layouts to manage access to certain fields. Designed, configured, and customized new custom objects, field, record types and page layouts. Identify and Setup custom objects, field level permissions and validation rules to enhance data security and integrity.

**COGNIZANT TECHNOLOGY SOLUTIONS – GURGAON JUNE’2013 TO APRIL’2017**

## Title: Functional consultant/Analyst

## CLIENT: Multiple US CLients DOMAIN: NETWORKING, RESOURCING

**Project Description & Role:**

* **Salesforce Desktop and Mobile apps implementation:**
  + Apps Implemented: Home Screen, Client Record page, Order Information Page, Activity Timeline, User Notifications,Inventory details page, Home Screen age layout redesign.
  + Implemented Gathered the requirements and active participation in designing of various mobile screens, app optimization and performance analysis for a networking client. Customized page layouts and list views for Salesforce standard and custom objects. Used Classic process builder for visualizing and creating automated business processes. Documented all business requirements in JIRA for development and testing phases.
* Global Launch of new vendor **SHL for candidate skills assessment**, including search capability for test selection, automated notification to candidate of test assignment, automated notification to TSP for test completion, and integration between SHL and Salesforce for test assignment and results.
* Responsible for handling and directing complete project implementations from discovery till launch.

## ACS - A XEROX COMPANY – NOIDA JUNE’2012 TO JUNE’2013

## TITLE: SOFTWARE DESIGNER

**DOMAIN: Health and Welfare Benefits and Defined benefits Language: VIPP Free Flow Interpreter**

**Key clients: Verizon, Kraft, Aramark, Rite Aid, Michelin, PG&E, Reynolds, Christus.**

**Project Description & Role:**

* Creating/modifying programs in PostScript code from technical requirements, version control of the source code with SVN and developing source code used to produce paper communications. Program complex provisions on the system platform to meet analysis specifications and assure quality results. Review and assist analyst with performing updates to Defined Benefits and Health and Welfare requirements. Managing configuration of the system from start to finish, including client and internally initiated requests, to ensure smooth transition to production.
* Responsible for handling the complete process of production moves and pre-production verification. Stage source code for move to QA and Production environments using Solimar servers. Assisting in writing unit test plans to test all functionality changes and perform unit tests on all deliverables. Working with testing teams to resolve issues within Quality Assurance, User Acceptance and Production environments. Working on tracking tools- RMTT, JIRA and HPQC for defect management and provide resolutions to various clients in day-to-day routine.

## MOMAGIC TECHNOLOGIES PVT. LTD. – NOIDA AUGUST’2011 TO JUNE’2012

## TITLE: SOFTWARE ENGINEER

Worked on same below Longcheer Project as a business transfer to MoMagic Technologies

## LONGCHEER TEL – NOIDA AUGUST’2010 TO AUGUST’2011

## TITLE: SOFTWARE ENGINEER

**Project Name: MTK 6223 – N980 Language: Programming in C**

**Project Description & Role:**

Worked on live project by “Pine” mobiles on their mobile model Y24 executive phone, at MTK MT6253 chipset. Worked on development of VAS portal “Dynamic Handset Portal (DHP)-V1.1” for MTK based mobile phones. The portal offers the whole gamut of services ranging from cricket to health to beauty, to jokes, to astrology and news. Apart from Hindi and English, it is available in 11 other regional and local languages.The distinct feature of the portal is that server can control the service type (SMS, IVR, USSD) associated with each menu and defines the Costing and billing. Integrating the GUI spec includes customization of UI framework, settings, main menu, sub menu and Themes, driver level changes and customizing the default codes of the mobile phone.

## ORACLE INDIA PVT LTD - HYDERABAD

## JANUARY’2009-NOVEMBER’2009

## TITLE: INTERN ASSOCIATE

**Language/Platform:** Oracle Apps and Oracle ON DEMAND, SQL, PL/SQL, shell scripting on UNIX platform.

**Project Description & Role:**

Part of the Oracle APPS team we used to provide the server/database administration services ranging from APPS configuration to database backups, modifications, providing patches for version upgrade of the SR on instances ranging from customers test, development to Production.The ON Demand Monitoring Team used to handle the Production Support on Service request basis. This was purely based on providing problem resolution based on the request**.**

# EDUcation:

* MCA (Master of Computer Application), Panjab University, Chandigarh, **2009**
* B.Sc. (Computer Applications), MCM DAV College, Chandigarh, **2006**

# ACCOMPLISHMENTS:

* Achieved Various Badges and Super Badges in Salesforce Trailhead community
* Achieved “Employee of the Month” award, “Warriors of the time” and “Feather in the cap” quarterly awards in Cognizant for hard work and timeliness of work**.**
* 3rd position in University in MCA and 1st Position in college throughout in MC