## Neha Guglani

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## 

**Professional Summary**

* Total 10 years of experience in the IT industry .
* 6+ years of experience **in** **Salesforce** as a Business Analyst and salesforce administrator .
* Deep Understanding of Salesforce Products like **Sales Cloud, Marketing Cloud , Service Cloud and CPQ.**
* Responsible for gathering functional requirement from the Business and converting them into User Stories.
* Handle basic Salesforce.com administration tasks including **user management, access management, profile and permission sets management, data extracts, uploads, inserts, data backups, sandbox refresh.**
* Hands on Experience moving the Manual Pricing tool to **salesforce CPQ.**
* Experience in different types of Testing as well like **White Box, Black Box, System Integration, Smoke, Sanity,** Regression, Cross Browser.
* Hands on experience configuring Salesforce or similar CRM Product, including **workflows, validation rules, and security controls.**
* Experience in Data Migration tools such as **Data Loader, Import Wizard, Apex Workbench**.
* Experience of working **in Agile environment.**
* Good exposure of working with **TFS and VSTS** defect management tool.
* Create, customized and maintained **reports and dashboards** based on end users needs.
* Involved in Release Management activities for all the **Agile and Quarterly** releases.
* Certified **Salesforce Administrator** , **Salesforce Advanced Administrator** , **Sales Cloud Consultant** and **Salesforce CPQ Specialist** .

**Education**

* B. Tech in Computer Science & Engineering with **76 %** from DCE, Greater Noida.
* Completed **12th (Senior Secondary) with 80**% from The Doon Valley Public School (CBSE Board)
* Completed **10th (Matriculation) with 78%** from The Doon Valley Public School (CBSE Board)

**Experience**

### Company: Accenture

### Project: Manage My Sales, Gurgaon (April 2020 – Present)

**Project Role**: Salesforce CPQ Specialist

**Technologies Used**: Salesforce CPQ

**Responsibilities -**.

* Translated **functional and business requirements** into an actionable solution design.
* Lead **solution design review and POC demonstration sessions** with key stakeholders to confirm alignment and secure sign-off.
* Understood the **existing Pricing tool** and mapped it with the Salesforce CPQ features.
* **Categorized the Product into different pricing methods** based on the calculations that were happening in the excel.
* Understood the **different Discounts** and how all of it can be incorporated using CPQ features.
* Created **Price Rules, Product Rules , Term Schedules and Discount Schedules** to accommodate discounts.
* Good understanding of **Pricing Waterfall** and which discount to be applied to which layer.
* Incorporated Extra Discounts using Special Price .
* Worked on **Product Configurations, Selection pages** based on the requirements.
* Created **Template Sections , Template Content** for Quote Templates.
* Became **CPQ certified** in a span of 4 months.

### Company: Accenture

### Project: Manage My Sales, Gurgaon (May 2014 – April 2020)

**Project Role**: SFDC Business Analyst/Salesforce Administrator

**Technologies Used**: Salesforce Sales Cloud

**Responsibilities -**

* Planned and conducted **requirements elicitation meetings with the business** to collect functional requirement for new enhancements and initiatives.
* **Conducted brainstorming sessions with the development team** to actively involve them during the requirements stage level analysis.
* **Assisted in designing and creating training sessions** for internal users.
* **Served as a liaison between business and development team** to get the functionality implemented.
* Defined and implement improvements related to existing functionalities.
* Involved in **reviewing** **test scripts** for new functionalities.
* Experience in Salesforce standard/custom objects **like Accounts, Contacts, Cases, Opportunities, Products**, **Opportunity Line Items, Leads, Campaigns, Reports and Dashboards**
* Work with Business team in carrying out the **User Acceptance Testing**.
* Worked with Environment team to have the environment set up plan for Dev Pro, Partial and Full Sandboxes.
* Participated & conducted **Sprint Planning, Daily Scrum Meeting & Sprint Retrospective** meetings.
* Participated in the development and grooming of Project Backlog stories with Business and Technology Partners.
* Participated in all the **Mock and production cutovers** for all the releases and provided support wherever required.
* Designed different **custom dashboards** for various user groups based on their business functionalities and needs.
* Took care of the monthly **salesforce patching and site switching** checkouts.
* Supports both project & on-going support/maintenance activities related to SFDC & associated application systems.
* Execute daily **data patrols and repetitive activities** (Exchange Rates) to keep the application up and running irrespective of ongoing defects.
* Design, Create and maintain user **roles, profiles and hierarchies** manually as well as through integrated apps.
* Have been responsible for managing **Public Groups/ Permission set assignments** for the users.
* Grant/ remove and maintain user licenses (**Salesforce + Chatter Free**)

### Company: Accenture

### Project: Accenture Interactive, Gurgaon (May 2012 – May 2014)

**Project Role**: Web Analyst

**Technologies Used**: Digital Analytics

**Responsibilities -**

* Was responsible for analyzing websites and providing Clients the Recommendations on how to improve User Experience.
* Have scored almost 150+ websites in the span of 1.5 years and maintained the database.
* Have also captured the Best Practices insights for clients under various domains.
* Have worked for Clients like Samsung, Murata , H&M and HSBC.
* Was appreciated for giving useful insights for Samsung clients which helped them understand the hiccups user used to face while navigating their sites.
* Good Experience under Retail domains and was made the SME for Clients coming specifically under that section.

### Company: Accenture

### Project: Allstate New Jersey, Mumbai (Jan 2011– Mar 2012 )

**Project Role**: Mainframe Developer

**Technologies Used**: Mainframes

**Responsibilities –**

* **Requirement analysis** for User Stories
* Performing testing on **various Sandboxes** and finally in production
* **Reporting defects** coming in all the phases to DEV team and getting them fixed.
* Creation of **Test Data for the Automation Test Scripts**
* Creation of Reports and Dashboards

**Key Achievements:**

* Got immense appreciation for Zero UAT defects and good quality work for various releases.
* Acknowledged for my “out of the box” thinking to testing which enabled the delivery of a better application to the client
* Recognized for supervising all the Agile and Quarterly releases
* Received 225 reward points for consistent good performance as an In-Sprint QA lead.
* Appreciated for being proactive, diligent and good communication skills.
* Received appreciation for handling the Scoping process and targeting defects which helped us to reduce the manual and repetitive work
* Have got a chance to visit Argentina to provide the KT for the new functionalities to the team there.

**Certifications**

* Salesforce Administrator (ADM 201)
* Salesforce Advance Administrator (ADM 211)
* Salesforce Sales Cloud Consultant
* Salesforce CPQ Specialist
* Agile in the New