

WORK EXPERIENCE

Business Analyst / Salesforce Administrator

Assurant, 2018 – Present

- Served as the BA on a Scrum team.
- Translated business needs into technical solutions.
- Supported a dynamic contact center and worked cross-functionally with a variety of teams and users.
- Analyzed complex business problems, proposed effective solutions, and understood and applied business vision and direction.
- Influence customer experience by providing usability recommendations.
- Configuration and customization of salesforce.com for enterprise wide implementation for over 250 users.
- Managed help desk for daily troubleshooting, user assistance and reconfiguration.
- Consistently provided solutions to workflow issues and structured environment for ease of use.
- Developed data management efficiencies leading to annual administrative support cost reduction.
- Provide remote training through creating training materials and running training sessions.
- Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
- Self-directed learning, problem solving, and researching of system issues.

Shared Services Ops Specialist

Assurant, 2016-2018

- Responsible for processing checks, payments and analysis on claims.
- Performed monetary transactions like deposits, processing payments and updating insurance data.
- Performed analysis on resolving issues related to disbursements by reviewing systems transactions, checks, reports and written inquiries.
- Provided high level of accuracy in check handling.

Infosys

User Acceptance Tester, 2012-2014

- Responsible for UAT to ensure satisfaction of the needs of the clients as specified in functional requirements.
- Designed, developed and implemented UAT protocols as the final phase of applications development.
- Assisted clients and team in producing high level quality application and met all deadlines.
- Recommended finely tuned changes to meet all guidelines.

EDUCATION

MSc. Business Information Systems

Royal Holloway, University of London
London, 2009-2010

Bachelor of Economics

University of Pune
India, 2006-2009

CERTIFICATIONS



SKILLS

- Knowledge of Salesforce platform with ability to build custom apps and objects, formula fields, automation, custom views and other contents.
- Salesforce's best practices and functionality.
- Data Management abilities.
- Knowledge of OOPs
- Knowledge of programming languages like C, C++, Visual Basic, Java
- Knowledge of MS Access and Oracle
- Ability to work independently
- Great team player
- Critical Thinking
- Conflict Resolution