**Harish Kumar Palakuri**

**919-592-8409**

harish.palakuri@gmail.com

**Education:** Master’s in Computers Science, Stratford University 2008

Salesforce Ranger: <https://trailblazer.me/id/hpalakuri>

LinkedIn Link: [www.linkedin.com/in/harish-palakuri](http://www.linkedin.com/in/harish-palakuri)

<https://trailhead.salesforce.com/en/credentials/certification-detail-print/?searchString=8sd9MzVuF0nhGwSGGOjh9IaJzI7KbBkrQbcCqzeoFAA8e2NZvvynehd6gYJor9y0>

**Salesforce Certified Business Analyst**

**Summary:**

* Over 14 years of experience in Data Analysis, Business Intelligence, development, and Design. Application Development, Implementation and Maintenance in Financial, Insurance and Healthcare.
* 7 years of experience with Salesforce Data analysis and 4 years specifically on Field Service Lightning Analysis and Financial Force PSA.
* Gather, create and document current (as-is) and future (to-be) business requirements, data flow diagrams, process workflows, use case scenarios and functional design for development.
* Strong working knowledge of Salesforce Managed Package services like Financial Force (PSA) and Field service lightning (FSL).
* Working knowledge of Ncino and Salesforce Vlocity. Worked as a Business analyst in creating Omni script and Flexi card pages for Banking.
* Deep understanding of the Salesforce.com product suite including CPQ, Sales Cloud, Service Cloud, FSL, Community Cloud, and the AppExchange.
* Experience with driving and leading the functional aspects of nCino / Salesforce project, including being able to drive out solutions using the nCino / Salesforce platform Provided support for Teradata environment by developing processes and executing object migrations, security and access privilege setup, and performance monitoring.
* Possesses knowledge of the nCino / Salesforce platform, including the foundational concepts of the application and the functions contained within System.
* Proficient in converting logical data models to physical database designs in Data warehousing Environment and in-depth understanding in Database Hierarchy, Data Integrity concepts and Data Analysis.
* Experience in developing, defining, and implementing dimensional hierarchies of Data Modeling using Erwin.
* Effectively prepare Business Process, Process Flow Analysis, Requirements Definition, Configuration Workbook, Data Models, Detailed Functional Design, Executive Summaries and Project Plans
* Direct work of project team members by assigning duties, setting deadlines, monitoring progress and performing applicable follow-up
* Strong knowledge of Teradata and Oracle database platform and their architecture Concepts.
* Work with Product owners and Stake holders in gathering requirements and documenting them as user stories in Rally User Stories.
* Lead Application Team both onsite and offshore for the Database administration.
* Experience with designing the project solutions along with capacity planning and Performance tuning.
* Working cross-functionally with Data Analytics, Product, PMO, various Business Units, Enterprise Architecture & Data Warehousing teams to implement BI and Data related initiatives

**TECHNICAL SKILLS :**

**Databases:**                    Teradata 15.10, 14.10, Oracle (10g), Oracle Projects

**Languages:**                                  SQL, PL/SQL, Teradata SQL

**Others:**                                          Salesforce Lightning, Financial Force, Field Service Lightning, TOAD,

TCRM, APRIMO, Maestro, Autosys, Control M, Jira, Rally, Service Cloud, Sales Cloud

**Data modeling**: ERWIN

**Certifications:**

* **Salesforce certified Administrator**
* **Salesforce certified Business Analyst**
* **Salesforce certified Advanced Administrator**
* **Salesforce Certified Platform Developer I**
* **Salesforce certified service cloud Consultant.**
* **Salesforce Certified Field Service Lightning Consultant**
* **Salesforce Certified Sales Cloud consultant**
* **Salesforce Certified Platform App Builder**
* **Salesforce Certified Sharing and Visibility Architect**

**Professional Experience:**

**Spino Inc Oct 2021 – Current**

**Principal Business Analyst (Managing Consultant)**

* Worked as a Sr.BSA for a Financial Institution (Reputed Bank) on Salesforce Vlocity and Ncino Managed package Applications.
* Gathering requirements from Product owners and Stakeholders and create User stories. Acts as the liaison amongst stakeholders to elicit, analyze, document, communicate and validate business and system requirements using industry leading practices within the business analyst profession
* Lead nCino / Salesforce.com solution design sessions and can drive out functional requirements and design.
* Document Process and functional flows via Lucid chart
* Creating Mapping documents for Integrations with External Systems Via Mule soft.
* Working on Agile methodology and collaborating with team members to incorporate rigor and accountability across all phases of the process

**CISCO, Durham, NC June 2018 – Oct 2021**

**Salesforce Business Systems Analyst**

Sr. Business Systems Analyst Primarily focused on Salesforce Managed Package Applications Field Service Lightning and Financial Force (PSA).

**Responsibilities Include:**

* Implementation of Field Service Lightning capabilities from Project management to Work order to Service Appointment.
* Documenting the implementation process for FSL including initial configuration, service territories, operating hours, scheduling policies, service resources, work rules and service objectives.
* Gather, create and document current (as-is) and future (to-be) business requirements, data flow diagrams, process workflows, use case scenarios and functional design for development.
* Act as a key member of the project team, facilitate requirements workshops and document detailed functional, technical, reporting & data requirements
* Provide project updates to various stakeholders on progress of projects, risks and mitigation, and fiscal status
* Partner with Consumer Operations stakeholders to prioritize, develop and release solutions.
* Translate business requirements into actionable user stories, high level prioritization and product value metrics and clearly communicate requirements to IT staff through user stories.
* Organize stories into epics and/or split epics into user stories that are deliverable chunks of work and provide the appropriate amount of documentation in user stories with clear acceptance criteria.
* Working Experience with the Salesforce community cloud and service cloud.
* Built an internal salesforce community cloud application to connect with cisco partners which is commonly used for collaboration for all Quote, project, and Deliverable information.
* Implemented Web to Case features and created a community where the customers can create, update and manage their cases
* Implemented Cloud Applications on Salesforce platform.
* Creating dashboards using Einstein analytics on the data available on snowflake.
* Migrating the Cisco Internal Resource Management applications into Salesforce Manage packaged Services like Professional Services Automation (PSA) and Field Service Lightning (FSL).
* Working with Business Teams and Various stakeholders to understand the enhancements to be made on the Applications and document the Functional requirement document for developer.
* Prepare the acceptance criteria, Test cases for the changes implemented in Lower regions.
* Perform the unit testing before the business validation.

**Fujitsu America Inc. Durham, NC Oct 2012 – May 2018**

**Salesforce Business Analyst**

**Responsibilities:**

* Consulted on, designed and implemented Salesforce.com solutions using standard configuration and established configuration best practices for service Cloud
* Created and managed complex workflow rules, data validation and triggers
* Developed, created, and scheduled running of customized reports and dashboards
* Acted as consultant to Product Management team in solutioning configuration of new products and enhancements to existing functions
* Provided consultative services to Product Management and Customer Delivery team regarding Salesforce.com configuration options and level of effort for requested changes Data Analysis Processing
* Provided Salesforce.com reporting and analysis to business leaders as requested
* Communicated with Application Stakeholders/Partners with business to address application needs
* Acted as a conduit between the customer and project managers
* Worked closely with the project manager and client to analyze business challenges, gather technical requirements, and design a technical solution for Service Cloud
* Broke down complex technical jargon for non-technical audiences
* Translated non-technical standards into technical language, and vice versa
* Communicated clearly across multiple mediums - emails, in documentation, and in team informal chats
* Involved in reviews for functional requirements and Test case scenario and Test case designing.
* Document the requirements in User Stories and co-ordinate with dev during development.
* Perform Unit testing and UAT testing.

**BCBS, North Carolina Jan 2010 – Oct-2012**

**Teradata Consultant**

**Responsibilities:**

* Creation of Specification Documents from the QFD/Business requirement Document.
* Creation of mapping documents (target to source) based on the BRD and user requirements.
* Interaction with business on daily basis working on creating the specification documents which helps the development team to develop their code.
* Helping the QA team in setting up the data and creation of DDL’s for their System testing.
* Work experience on the Claims data of the customers for the new data modeler tool TriZetto which involves creating of new extracts from the existing EDW tables.
* Worked in producing Member and Dental extracts to the ACS from the Teradata data warehouse.
* Worked Independently on Agile methodology to deliver the results in appropriate sprints.
* Implemented controls based on firsthand information about the data, generated by using ad-SQL queries.
* Implement SQL statements to gather data with from Oracle, Teradata and IBM mainframe.

**Nationwide Insurance, Columbus-OH November 2009-Dec 2010**

**Data warehouse consultant**

**Responsibilities:**

• Maintaining and providing the 24x7 support to Database.

• Creating and handling of Incident tickets through HP Service Manager and HP Open View Service Center.

• Managing and maintaining the Capital One Space management.

• Creation of databases and tables.

• Performance tuning.

• Providing support to Production DBA team for project migrations.

• Elicit requirements and design semantic data models for BOBJ Reporting.

• Work with data modelers to create schematic layer views for reporting.

• Creating Materialized & Presentation Layer views.

**Bank of America, Charlotte, NC November 2008-October 2009**

**Teradata Consultant**

**Responsibilities:**

* Creating Functional Specific document based on the BRD from the Business And creating SPD for the developers with the Data model changes.
* Worked as Data warehouse Analyst for the Migration of TCRM to APRIMO.
* Critical
* Created a new data model when Business has decided to get the ODS into Teradata Data warehouse (Customer Contract and Contact Data)
* Analysis on CMA’s using resources like the Metadata Repository (MDR) and Business Rules Spreadsheet (BRS).
* Developed source to target data mapping and data transformation rules.