**Aman Kaur**

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**SUMMARY**

* 7+ years of experience as Business Analyst and ERP Analyst/Admin working on Enterprise Business and IT projects in Finance and Operations.
* 3+ years in Salesforce.com platform as a Salesforce Administrator. Having knowledge in developing, customizing and maintaining Salesforce solution with strong object-oriented concepts.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Extensive experience in SFDC implementation and customization, and an in-depth understanding of SFDC CRM business processes
* Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Proficient in Data Migration tools like Apex Data Loader, Import Wizard, Excel Connector to Import and Export the data to the Salesforce.com platform.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
* Strong knowledge in cloud computing application and interfaces.
* Extensive experience in designing custom objects, custom fields, role-based page layouts, workflow rules, approval processes, record types, custom tabs, report extractions to various formats, and email generation according to application requirements
* Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team environment.
* Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Highly motivated, good communication skills, quick learner, decision-making capability and consistently demonstrated leadership skills.
* Experience in Documentation, Testing, End-User Training and Supporting Dynamic AX 2012, Dynamics CRM 365 and BI360 administration.
* Strong experience using project management tools (JIRA and AXOSOFT).
* Knowledge of standard project management methodologies and processes.
* Experience creating dashboards and KPIs using Power BI and Tableau.
* Experience running SOD analysis/Identity Manager, Access Reviews and Report Management in
* Experiencing troubleshooting Citrix receiver application.
* Expertise working knowledge on order to cash (O2C) process i.e. (Payment voucher inquiry, Payment Journal Control, Invoice Sales order, Collections, Apply credit memo and Aging report).
* Knowledge and experience with all aspects of Microsoft Dynamics AX Authorizations including User Master Records, Segregation of Duties, Upgrades and Security Templates.
* Experience adding users in Active Directory groups.
* Experience helping testing team on AX Functionality, and Lead the AX functional, E2E, and UAT testing efforts.

**Technical Expertise**

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| • **CRM**   * Salesforce CRM * Microsoft Dynamics 365   • **Salesforce Skills**:   * Salesforce Administrator * Salesforce CPQ   • **Salesforce Technologies:**   * Apex Classes/Controller * Apex Triggers * SOQL and SOSL * Apex Web Services * Visual Force Pages & Components * Apex Web Services * Apex Custom Controllers & Extension * Workflow & Approvals * Process builder * Reports and Dashboard * Email Template & Formula | **• ERP**: **(Dynamics AX 2012 R3)**   * General Ledger * Accounts Receivable * Accounts Payable * Fixed Assets * Cash & Bank Management * Inventory Management * Project Management and Accounting * System Admin/Org Admin * Sales & Marketing * Product Information Management * Production Control * Travel and Expense * Warehouse Management * Human Resource   • **Database:**   * MS SQL Server * MySQL * Oracle | • **Methodologies:**   * SCRUM * Agile * Waterfall SDLC   • **BI 360 (Financial Management and Data Warehouse)**   * User Provisioning * SQL job schedule * Department/Hierarchy Setup * Budget/Forecast Support   • **Office Tools**   * MS Office * MS Excel * MS Power Point * MS Visio * Microsoft Project |

**ExperiencE Summary**

**Cypress Semiconductor, San Jose, CA Mar 2019 – Present**

**Company:** Cypress Semiconductor Corporation is a Semiconductor design and manufacturing company. It offers NOR flash memories, F-RAM and SRAM Traveo Microcontrollers.

**Project:** Cypress was using Siebel On-Demand and recently migrated to Salesforce Sales, Service and Community and CPQ Cloud. I am closely working with the office of the CIO and Salesforce Architect to provide day-to-day Support for their Salesforce Sales and Service Cloud. I work with Sr. BSA and offshore Salesforce team to schedule the tickets and deployments.

**Role: Salesforce Business Analyst**

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports
* Worked with the sales operations team, product management team and other stakeholders to capture requirements
* Customized Validation Rules, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Work with user groups to provide training, resolve questions, assess user needs, and recommend changes.
* Facilitated JAD sessions and workshops with the stakeholders.
* Prepared High-Level design and technical design documents.
* Served as the Communications Lead in an implementation of Salesforce Service Could and Sales Cloud.
* Created and modified e-mail templates and used them in workflow and approval processes.
* Created and modified page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Involved in customization and integration of mobile optimized Visual Force Pages of Salesforce1 application.
* Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions which support most critical processes and workflows.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed and Knowledge Base.
* Managed the data using Apex Data Loader.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Facilitate a week of Service Cloud training as part of training, At the end of the implementation, the Change Management team transitioned into one unified training team focused on end user readiness.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.
* Knowledge in AppExchange Applications for integrating with third party applications.
* Developed distinct reports and dashboards for various teams and organized them into separate folders to ensure users have access to appropriate reports
* Coordinated with product owner and development team for sprint planning and backlog grooming.
* Worked with development team to deploy the application from development to sandbox and later into production environment
* Created test scenarios and test cases, and coordinated change requests to drive the business requirements during various testing stages
* Configured Web-to-Case forms to capture cases form the website.
* Customized Case fields and Case Page layouts.
* Worked on creating case queues, Assignment, Auto-Response and Case escalation rules.
* Worked on setting up workflow alerts for case team members.
* Scheduled one-on-one meeting with the Product Owner to understand the changes, potential impacts of the changes and to review unit test cases and results.
* Created various Batch jobs and time-based workflows to update the data regularly.
* Played key role in UAT, SAT and training business users on SFDC system and process.
* Administered and monitored the company's Salesforce CRM Application.
* Involved in End to end testing and also gathering requirements to feedback from business users.

**Environment:** Saleforce.com platform, Salesforce CPQ, Salesforce Lightning, Force.com API, Encryption Fields, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Salesforce.com Data Loader, Security Controls, HTML and Java Script.

**Advantage Solutions, Irvine, CA Mar 2018 – Feb 2019**

**Company**: Advantage Sales & Marketing offers shopper marketing, retail merchandising, category management, headquarter interface, business process outsourcing, and product launches. ASM conducts its business throughout the United States.

**Project:** The project was to implement MS dynamics AX 2012 R3 system to Oracle JD Edwards after Advantage acquired Daymon worldwide. I worked as part of implementation team and after Go-Live support as ERP Admin for AX 2012 and CRM 365.

**Role: ERP Admin for Microsoft Dynamics AX 2012**

**Responsibilities:**

* Served as Microsoft Dynamics AX System Administrator; oversees system users and designs new custom duties, privileges, security roles, and ensures functionality for core financials, fixed assets, project management and accounting module.
* Responsible for day-to-day support for Microsoft Dynamics AX ERP system for a large and global distribution with a focus on Finance/Accounting, AP, AR, GL, Project Management, Inventory Management and maintain the chart of accounts.
* Responsible for testing and supporting new requirement implementations in Production environment AX 2012/CRM 365.
* Responsible for creating dashboards and KPIs using Power BI.
* Responsible for creating Functional Design Document (FDD) for new customization in AX 2012/CRM 365.
* Responsible for creating AXOSOFT tickets for new customization in AX 2012/CRM 365.
* Responsible for troubleshooting and resolve the AP and GL procedures using helpdesk tickets.
* Responsible for helping end users for login issues via helpdesk for AX 2012 and CRM 365.
* Responsible for setting up chart of accounts (COA), financial dimensions, chart of accounts structures, JE creation and posting.
* Responsible for providing training to end user related helpdesk process.
* Responsible for defining and setup user’s security, user group permissions and domains in AX 2012.
* Responsible for run SOD analysis/Identity Management to avoid any user role conflict in FastPath.
* Effectively troubleshoot and provide resolutions to end-users related issues reported via incidents.
* Responsible for setting up bank accounts in different legal entities.
* Responsible for setting up new GL accounts and adding them in the account structure.
* Assist in ERP implementations as needed including support for GO LIVE.
* Participated in end to end implementation planning, issue management, communication and change management.
* Responsible for scheduling Forecast/budget scenarios and locking/unlocking planning groups.
* Responsible for scheduling SQL queries to fix AP ECM errors on K2 workspace and Knowledge Lake server and full cube processing.

**Role: ERP Business Analyst for Microsoft Dynamics AX 2012**

**Responsibilities:**

* SCRUM master to leads in daily standup meetings.
* Conducted E2E functional and UAT testing for the Dynamics AX applications.
* Responsible for writing test scripts for end users to perform UAT.
* Support ERP system users by providing troubleshooting, report generating, SQL query writing and system analysis services - recommending business process improvements to leverage system features and functionality.
* Liaising with the AX 2012 development team and the business users.
* Responsible for Executive Steering Committee and IMO updates.
* Responsible for tracking the Logs on JIRA and TEAM SITE.
* Responsible for generating SQL reports.
* Managed and updated the team’s SharePoint site with new updates.
* Documentation of requirements through Business Analysis various templates such as, Stakeholder analysis Template, RACI matrix Template, Risk Log Template, Communication Plan Template and others.
* Participate in end to end implementation planning, issue management, communication, change management and helpdesk tickets.
* Manage and update Team’s SharePoint site with new updates and maintains JIRA tracking by logging new action items and defects.

**Luminous Tec, Irvine CA April 2017 – Feb 2018**

**Company:** Luminous Tec provides consulting services in IT for long term and short-term projects. Company is dedicated to delivering superior, value-based solutions that are the best match between business and infrastructure.

**Project:** The Project was to enhance web application for ForMyTax. Where customers can directly go to the website and upload their documents to file their taxes.

**Role: Salesforce Business Analyst**

**Responsibilities:**

* Participated in user requirement sessions with business teams spread over the Sales, Marketing and Customer service and documented the requirements. Analyzed the scope of the requirements, and managed requirements to avoid scope creep
* Identified various business processes and developed flow diagrams, data models (ER Diagrams), use cases using MS Visio and validated the same with SMEs
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business
* Migrated account, contact and lead data from databases to Salesforce using data loader. Defined various rules to prevent data duplication
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports
* Worked with the sales operations team, product management team and other stakeholders to capture requirements.
* Configured Web-to-lead forms that were included in client landing pages to enable lead funneling.
* Configured Web-to-Case forms to capture cases form the website.
* Designed and implemented a marketing process in Salesforce to automate communications between Sales and Marketing, associate campaign influence on opportunities for ROI reporting, and to provide real time updates
* Customized Case fields and Case Page layouts.
* Worked on creating case queues, Assignment, Auto-Response and Case escalation rules.
* Worked on setting up workflow alerts for case team members.
* Prepared High-Level design and technical design documents.
* Developed distinct reports and dashboards for various teams and organized them into separate folders to ensure users have access to appropriate reports
* Coordinated with product owner and development team for sprint planning and backlog grooming.
* Worked with development team to deploy the application from development to sandbox and later into production environment
* Created test scenarios and test cases, and coordinated change requests to drive the business requirements during various testing stages
* Synthesized UAT feedback, debugged issues to find root cause and work with development team to ensure timely resolution.

**Environment:** Saleforce.com platform, Data Loader, Release Management, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, JIRA.

**Nimble Solutions, Chandigarh, India May 2013 – Jan 2017**

**Company:** Nimble-Solutions is benchmarked as one of the most trusted and dedicated HR & Outsourcing. HR Outsourcing Services includes Talent Management, Knowledge Management, Executive Hunt, Resume Services, Corporate Governance and Networking Solutions

**Project:** The scope of the project was to upgrade their existing web-based application (Applicant Tracking System) ATS to include additional features. This would provide a user-friendly interface to customers while searching and applying online job.

**Role: Business Analyst**

**Responsibilities:**

* Interfaced with various management levels to understand business processes, decision models and project scope.
* Conducted GAP analysis between source and target applications.
* Identified various business processes and developed flow diagrams, data models (ER Diagrams), use cases using MS Visio and validated the same with SMEs
* Coordinated JAD requirement sessions involving management, development team, and SME teams.
* Acted as a liaison between Business and IT throughout all phases of SDLC; including post go-live support.
* Prepared High-Level design and technical design documents.
* Manage and update Team’s SharePoint site with new updates and maintains JIRA tracking by logging new action items and defects.
* Worked closely with the Quality Assurance team to develop use cases, test cases, and test scripts.
* Conducted User Acceptance Testing (UAT).
* Prepared detailed Business Requirement Documents (BRDs) into Functional Requirement Documents (FRDs).
* Ability to analyze data using SQL queries

**Education**

* Bachelor of Science in Information Technology from India (finished in 2014)