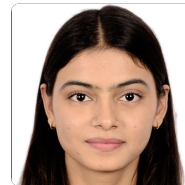


AKANSHA LAKHCHAURA

Salesforce System Analyst

☎ +91-8449567696 ✉ akansha.lakhchaura@gmail.com 📍 Gurugram



EXPERIENCE

Salesforce Business Analyst - Level II

Scalehealth tech 📅 2023 - Present 📍 Remote

- **Client : ECFMG Certification Application – Intealth**
Intealth is an integrated organization that includes the Educational Commission of Foreign Medical Graduates (ECFMG) and Foundation for Advancement of International Medical Education and Research
- **Technologies:** Salesforce.com CRM, Force.com platform, SFDC Customization, Apex, Visualforce, Sales Cloud, Service Cloud.
- Working as a Senior Business Analyst and Admin.
- Developed document and workflow diagrams using Visio process maps to facilitate better system understanding which improved efficiency by 60%
- Managing and handling the project, getting the requirement and translate them into the user stories based on business scenarios and to create business documentations like Functional Design Document, Technical Design Document and End-to-End process flow.
- Defining trainings or Documents for the team to follow end to end implement by creating documents stating User persona and system persona.
- Following agile Methodology with experience in Git, Bitbucket, Jira, Confluence
- Handling product backlogs, process mapping and bug tracking.

Salesforce Developer

Sycomp Private Limited 📅 2021 - 2023 📍 Remote

Sycomp is a leading global provider of innovative IT solutions that deliver superior business results to companies of all sizes and various industries. Retailers that has helped and companies of all sizes reduce costs, improve profitability and build a competitive advantage.

Technologies: Salesforce.com CRM, Force.com platform, SFDC Customization, Apex, Process Builder, Flows, Order management, Sales Cloud, Service Cloud, Community Cloud

- Working as a Developer/Business Analyst managing and handling the project by being a bridge between stakeholders and development team getting the requirement for on time and smooth delivery
- Driving the demo sessions with the stakeholders before the sign off to avoid any blockers or ad hoc request before the deployment.
- Created Reusable Lightning Components which was used by multiple clients and to be managed by the internal users and different communities for each client to track their invoices and tracking their order placed in forms of opportunities.
- Project management and requirement gathering using internal tracking tool which is created by us using salesforce out of the box features.
- Retailers and following waterfall Methodology

SUMMARY

Salesforce Professional with 8 years of experience developing and analyzing business needs and roadmaps with analytical skills.

Gather and analyze business requirement and complex business processes then identified strategy to streamline processes by creating functional documents and briefing the requirements into user stories by using management tools.

STRENGTHS

Business Analyst

Analyzed business operations to develop business requirements which leads to 90% success rate of the delivery of the sprint.

Strategy

Worked alongside team of 6 while collaborating to deliver strategic roadmaps.

SKILLS

Tool/Technology

Apex Jira Visio Service Cloud

Sales Cloud Confluence

Salesforce Admin

LANGUAGES

Declarative Salesforce Proficient

Salesforce Service Cloud Proficient

Lightning Experience Proficient

Jira Proficient

EXPERIENCE

Application Development Senior Analyst

Accenture

📅 2016 - 2021 📍 Bangalore

Accenture is a company specializing in information technology services.

Technologies: Salesforce.com CRM, Force.com platform, SFDC Customization, Apex, Process Builder, Sales Cloud, Service Cloud, Community Cloud, JIRA, Confluence

- Worked in 3 different projects in my tenure of 5 years.
- Created a Salesforce Support Community Using Napili Template.
- Created Reusable Lightning Components that were used for 50 different record types.
- Created custom solution of filtering picklist values based on record types in using Lightning components.
- Designed, developed and deployed Apex Classes, to implement UI and pre-validations while creation of community pages using reusable lightning components.
- Implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates and Email generation.
- Development G Deployment using VS code (SFDX).

CERTIFICATION

Salesforce Certified Platform App Builder

Salesforce (2018)

ADM-201

Salesforce (2018)

Salesforce Certified Service Cloud Consultant

Salesforce (2020)

Salesforce Certified Platform Developer I

Salesforce (2020)

Salesforce Certified Einstein Analytics and Discovery Consultant

Salesforce (2020)

EDUCATION

Bachelors in Technology

Bipin Tripathi Kumaon Institute of Technology

📅 2011 - 2015

CGPA
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