# Summary

A Certified Salesforce Business Analyst with 9.5 years’ experience in **Salesforce platform** to enable the client CRM strategy. Managing few projects for our customers providing day-to-day leadership to analyze their requirements, develop designs, and implement cloud-based solutions based on Salesforce and the Force.com platform.

# Certifications

* Salesforce.com certified Administrator – (ADM 201).
* Salesforce.com certified Developer – (Dev 401).

# Experience

**Salesforce Business Analyst, Dallas, TX (08/2019 – Present), Client Name : Omnitracs LLC**

* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Created new custom objects, assigned fields, designed page layouts, custom tabs and components.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Designed various types of email templates for auto response to customers.
* Responsible for creating, managing, and delivering of required documents for application
* Serve as liaison between customers and team developers to overcome applications issues and maintain established business relationships
* Work with end users and management to document, design, test and deploy complex processes
* Prepare training material and provide in person training, and also training via web conferencing
* Monitor new Salesforce released features and functionality to provide recommendations for process
* Conduct business analysis by working with end users to identify system, operational requirements,

**Salesforce Business Analyst, San jose, CA (07/2016 – 07/2019), Client Name : Cisco Systems Inc**

* Prioritize and manage projects and initiatives in accordance with the requirements of business needs.
* Delegate project roles and managed deadlines.
* Collaborate with Business Sponsor to define scope of projects and timelines associated with completion of project.
* Conduct meetings and facilitate collaborative discussions for requirement changes and new functionality needs.
* Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
* Gather, document, and analyze data and information; develop and execute training materials and training activities to high-level operators.
* Define and implement improvements to business process and ad-hoc projects in the face of ever-changing marketplace and consumers.

**Salesforce.com Administrator, San jose, CA/Bangalore, India (01/2011 – 06/2016), Client Name : Cisco Systems Inc**

* Developed reports, dashboards, and processes to continuously monitor data quality and integrity
* Onsite point of contact for salesforce for the inside sales team
* Managed ongoing support request and administrative needs of users
* Monitored teams adoption rates and responded as needed providing them with training sessions, communication and documentation as needed.
* Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.
* Configuration and administration of Salesforce.com enterprise editions
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Conducted training on all salesforce related systems to sales and marketing teams.
* Created training materials based on business requirements.

# EDUCATION

Bachelor of Engineering with Honors in Electronics and Communication. (Distinction)

# SKILL SET

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| **SFDC Technologies** | Sales Cloud, Service cloud, Marketing Cloud |
| **Salesforce.com Tools** | Apex Data Loader, Salesforce for Outlook, Git, Source tree, Eclipse |