



Ardra Premkumar

Salesforce Business Analyst

Business Analyst, coming with strong management skills and business acumen, as well as demonstrated ability to think technically, gather, and analyze data to ensure usable outcomes.

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WORK EXPERIENCE

Business Analyst

ePeople Bespoke Consulting Pvt Ltd

01/2020 - till date

Bengaluru, India

Achievements/Tasks

- Analyzing business needs, gathering requirements, planning, documenting and testing software applications.
- Creating Business Requirement Document, Functional Specifications, Scope, Effort Estimation, Testing Scenarios.
- Active involvement in all phases of SDLC such as Analysis, Design, Development, Integration, Implementation and Maintenance.
- Subject Matter Expert of Salesforce to Client and conducting R&D to provide client with best possible design and solution.
- Continued support for existing processes and implement change requirements as part of structured change control process.
- Creation of Management reports and dashboards for Analytics using Salesforce, Tableau and Einstein Analytics.

Programmer Analyst

Cognizant

02/2018 - 01/2020

Pune, India

Achievements/Tasks

- Design, setup and maintain Salesforce standard objects, custom objects, junction objects and fields. Object relationship setup including master- detail and lookup.
- Developed Apex classes, Apex Triggers, Controllers, Test classes for Unit Testing, VF pages.
- Creation of Batch Apex, Schedule Apex for various functional needs in the application.
- Customization in Salesforce.com scope such as users, record types, groups, accounts, contacts, custom objects, page layouts.
- Data migration using tools like Data Loader, Workbench.
- Querying Salesforce database using SOQL & SOSL Queries.

EDUCATION

Bachelor of Technology in Information Technology

Rajagiri School of Engineering and Technology, Kochi

07/2013 - 06/2017

Kerala, India, 7.5 CGPA

SKILLS

SQL

Business Analysis

Tableau

Salesforce

Einstein Analytics

Agile SDLC

Requirement Gathering and Documentation

Excel

Software Design

Wire-frames

Project Management

Communication

CERTIFICATES

Salesforce Certified Administrator

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Arabic

Elementary Proficiency

INTERESTS

Reading

Writing

Public Speaking