**RAHUL KOLWALKAR**

**Date of Birth:** 2nd May, 1994

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**SUMMARY**

Certified Salesforce Administrator with 4 years of professional experience in Salesforce Configuration and Testing and capable of working independently and as part of a diverse team to customize Salesforce environments. Business Analyst with experience in Supply Chain industry. Extensive knowledge of business and systems requirements, proficient in requirement gathering, user acceptance testing

**SKILL SET**

**Functional Skills:**

* Good communication and interpersonal skills
* Strong analytical and documentation skills
* Good team player

**Technical Skills:**

* Proficient in Manual Testing, Salesforce Testing (Sales, Service, Marketing Apps), Salesforce Configurations
* Business Analysis, Requirement gathering, User acceptance testing
* Tools & Utilities: ALM, Version One
* Programming Languages: Core Java
* Proficient with Microsoft Office - Word, PowerPoint, Excel

**WORK EXPERIENCE**

**DHL SMARTRUCKING**

**Role:** Salesforce Business Analyst **March** 2019 - Present

**Responsibilities:**

* Planning and conducting requirements elicitation sessions with business to gather functional requirements relating to Salesforce technology enhancement and initiatives
* Conducting brainstorming sessions with the development team
* Preparing requirements management plan, managing business and functional requirement artefacts
* Collaborating with development team to customize, develop, design and manage ongoing system solutions to meet the project goals
* Performing user acceptance testing to ensure zero defect in applications
* Driving internal training sessions for business users on Salesforce technology functionalities
* Working on customization of Page Layout, Field Level Security, Organization Wide Defaults and Sharing Rules, Profile Settings, Validation rules and Workflows
* Creating custom Objects, Fields and Relationships, Validation rules, Tabs and hyperlink formula fields
* Working on standard objects Lead, Account, Contact, Opportunity and Custom objects to map business requirement
* Experience in data migration from Excel using Data Loader, Workbench

**Accenture Services Pvt. Ltd.**

**Role:** Application Development AnalystNov 2016 to Mar 2019

**Responsibilities:**

* Experience in creating custom objects, fields, page layouts, workflows, validation rules, approval process, data migration tools like data loader
* Worked on automation testing of Salesforce activities using Selenium
* Responsible for preparing test plan for the team, test scenarios and scripts in an Agile manner
* Actively involved in smoke test of application to validate the test case, environment and data
* Peer review for test cases and queries prepared by team members
* Actively involved in requirements gathering sessions
* Active participation in user story grooming sessions and defect triage meetings
* Detail documentation of defect logs and reproduced errors (e.g. screen prints step-by-step reproduction instructions)
* Prepared testing metrics report for the project stakeholders
* Preparation of final summary report at the end sprint
* Requirements mapping in ALM for each sprints and track the defects both in Version One and ALM
* Responsible for follow-up and managing the defects throughout the defect life cycle

**CERTIFICATIONS**

* Salesforce Certified Administrator

**AWARDS**

* Raising Star award-FY18(Accenture)
* Ace award-FY19(Accenture)
* Spot award-FY19(DHL SMARTRUCKING)

**EXTRA-CURRICULAR ACTIVITIES & INTERESTS**

* Outdoor games: Cricket
* Indoor games: Chess, Table Tennis and Strategic computer games
* Listening Music

**EDUCATION**

B.E. in Information Technology from Thadomal Shahani Engineering College (2016), Mumbai University, SGPI - 8.27