



Poonam Nagpure

Salesforce Business Analyst

Summary

Enthusiastic Business Analyst with 8+ years of dedicated experience in leveraging Salesforce to align business needs with innovative solutions. Adept at requirements analysis and Salesforce implementation, I excel at enhancing operational efficiency and increasing profitability. Known for problem-solving and prioritizing customer satisfaction, I consistently drive improvements within Salesforce ecosystems.

Personal Info

Pune, India

+919067192871

pdnagpure05@gmail.com

Links

[LinkedIn](#)

Skills

Business Analysis

Process Improvement

Project Management

Requirements Gathering

Adaptability

User Training

Salesforce Administration

Communication

Problem-solving

Attention to detail

Troubleshooting

Leadership

Salesforce Business
Analysis

Work Experience

Salesforce Business Analyst, Connectwise, Mumbai

June 2022 - Present

JIRA Goldfinger Integration

August 2023

- Led the development of an integration strategy between Salesforce Service Cloud and Jira for the Goldfinger project, optimizing business processes.
- Conducted a thorough analysis of business requirements, defining integration points and process enhancements.
- Documented integration workflows, data mapping, and system configurations, ensuring accessibility for all stakeholders.
- Fostered collaboration between Salesforce and Jira users, facilitating a seamless integration that improved project visibility and operational efficiency.

PSA

June 2022 - July 2023

- Proficiently gathered and documented user requirements, ensuring a thorough understanding of case management needs.
- Efficiently organized and executed sprint planning sessions, streamlining the development process for optimal case resolution.
- Leveraged Salesforce Service Cloud to design and implement custom solutions, enhancing case management and service operations.
- Successfully oversaw the entire project lifecycle, from planning and development to rigorous testing, deployment, and data integration, ensuring data integrity and cross-system functionality.

Salesforce Business Analyst and Manager, Techila Global Services, Pune

July 2020 - May 2022

Merkle Dentsu Migration (ISOBAR), Senior Salesforce BA

August 2021 - May 2022

- Requirement gathering sessions with stakeholders • Creating User stories, (context, Acceptance criteria in JIRA)
- Participating in Planning poker for Sizing the stories with devs
- Documenting the Migration process on confluence •
- Worked on Brand Automation stories (a new process incorporated)
- Assisting Dev team throughout the sprint to close the open tickets.

CFB Strategies, Salesforce Business Analyst

July 2020 - August 2021

- Actively involved in Requirement Gathering with Product Owner and users
- Documented the Business Requirements, Analyzed data, files, records and other documents to obtain business information and key data informing responses to development requests.
- Performed Gap Analysis and Wrote and maintained technical and functional specifications to document database intentions and requirements
- Engaged in Sprint Planning and Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance

AnimalBrix, Business Analyst

- Actively involved in Requirement Gathering with Product Owner and users
- Analyzing the Existing system and pain points for Site Agents and Potentials users of AnimalBrix.
- Analyzed data, files, records and other documents to obtain business information and key data informing responses to development requests.
- Provided solutions to enhance the existing system and streamline the business process with more value-add features

Business Analyst, Cagpgemini

August 2015 - January 2020

AEGIS Protective Services, Salesforce Business Analyst

- Conducted interviews, workshops, and surveys to elicit and gather detailed business requirements from stakeholders, ensuring a clear understanding of their needs

- Successfully implemented a custom CPQ model, optimizing sales processes.
- Seamlessly integrated DocuSign post-CPQ implementation, enhancing workflow efficiency

Messtellen Dataie, Bayer Business Services , Business Anlayst

- Modeled innovative solutions to respond to organizational needs.
- Mapped current business and operational processes and recommended areas for improvement in the chemical factories
- Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
- Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Improved the existing functions to deliver the maximum output by applying various approval methods and autoapproval rules in specific cases

Bayer Application Register, Business Anlayst

- Established relationships with key decision makers through effective communication and strong customer service.
- Created detailed reports and presentations to communicate business analysis findings.
- Created and maintained documentation for healthcare business analysis processes
- Actively participated in proposing RFC for the application portfolio enhancement.
- Successful transition legacy system BAR to BEAT

Projects

KV Associates

Implemented Salesforce Solution for End to End Compliance Management

WelBank

Extended support as BA for Salesforce Enhancement project

Air Mercury Simulator, Business Analyst

Airline simulator game for Alirlines by IATA

Education

BE Computer Science, Prof. Ram Meghe Institute of Technology and Research Badnera

August 2011 - May 2015

Accomplishments

- Star Performer Of the Month Sep 2020
- Certificate of Recognition as Performer of the Month Feb 2017 for outstanding performance and excellent Customer Communication.
- Received OTACE (On time and above client expectation) feedback as 4.13 in 2016
- Received OTACE feedback as 4.7 in 2017
- Appreciation received from SDM Germany for taking up the service and improving the quality and accuracy in deliverables.
- Well acquainted of working onsite with Clients.
- Successful business meetings to bring up two projects from Germany

Certifications

Certified ScrumMaster® (CSM®)

August 2018

Certified Salesforce Administrator

February 2022

Courses

CBAP, The Knowledge Academy

September 2023