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**Sarathi Guniganti**

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**EXPERIENCE SUMMARY:**

* Over 7+ years of IT experience in cross functional Business System analysis and expertise in Salesforce Lightning.com CRM Platform as Administrator and Business Analyst at all phases of Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC) involving requirements gathering, analysis, functional design, testing and implementation in Salesforce Lightning.
* Business Analyst with extensive experience in understanding the business requirements, documentation, business process flow and business process modeling.
* Along with ability to gather Business/Functional user requirements, creating Use Cases as per user requirements, developing/designing UML diagrams such as Activity, Class, and Sequence diagrams in addition to creating business requirement documents.
* Experience in using Salesforce Lightning Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Proficient in all phases of Software Development Life Cycle (SDLC), which involves requirement gathering, requirement analysis, agile, functional design, implementation and enhancement of projects in Salesforce.com.
* Hands on experience implementing Security/Sharing rules, Configured permission sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization
* Strong knowledge in customized Case Management with Escalation Rules, Workflow, Approval Process, Validation Rules.
* Experienced at building various custom reports, Report types with Multiple objects and daily day to day Reports and Dashboards for Management.
* Proficiency in Territory management such as Lead Routing and ownership, Account Assignment, Opportunity Ownership.
* Experienced working in Cross-functional teams, identifying business requirements and supporting Sales, Sales Operations, Marketing, Marketing Operations, Finance and Finance Operations and other Salesforce Processes.
* Involved in handling multiple projects to understand the business needs and objectives of the system and interacted with the end client/ users and stakeholders, and gathered requirements for the integrated system.
* Great interpersonal and communication skills, focused, self-motivated, organized, quick learner and team oriented, giving access to Wave Analytics.

**EDUCATION:**

Bachelor of Computer Science and engineering, 2011, JNTU, India.

Masters in IT, SNHU, 2015, USA.

**TECHNICAL SKILLS:**

Salesforce Lightning and Classic Technologies: Salesforce Lightning CRM, Salesforce Lightning SFA, Salesforce Service Cloud, Sales Cloud, Community Cloud, Apex Language, SOQL, SOSL, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Steelbrick CPQ, CRM Fusion.

Programming Languages: Java (J2SE, J2EE), C#.Net, PL/SQL, Perl

Scripting Languages: HTML, XML, Java script, CSS

Databases: Oracle 10g, 11g, MySQL, Microsoft Access, SQL Server

**PROFESSIONAL EXPERIENCE:**

**Cylance - Blackberry** July 2019 to Current Date

***Salesforce Administrator & Business Analyst***

Portland, OR

**Responsibilities:**

* Managing Salesforce Projects to enhance the Business Processes, handling day to day Feature Requests along with Bug handling to ensure smooth working state across the organization.
* Interacting the Business Stakeholders to understand their needs and working with the development teams to develop great solutions .
* Conducted advanced Salesforce Discovery, identified business goals and key project initiatives, and achieved quality through UAT and monitoring of performance requirements, working with development teams.
* Gathering and developing the solution as per requirements and cross functional needs to ensure maximum adaptability.
* Worked as a Project manager and can handle full Software development life cycle using the agile and waterfall .
* Owner of Production deployment using change sets and Force IDE along with validating the change set, maintaining the required documents for each deployment and data backup.
* Troubleshooting and providing the solution for day to day production issues.
* Manage cross-functional team resources and vendor resources when needed.
* Work on strategic initiatives on technology selection, research and development and process improvement.
* Expedite and outline Project requirements; distinguish project milestones and phases.
* Conduct process mapping workshops and document functional business requirements, process flow diagrams, and business cases.
* Assist in scoping effort for Steelbrick CPQ implementations.
* Plan, Design and Execute Steelbrick CPQ Implementation according to best practices while meeting client requirements under limited resource allocation.
* Helped in developing business process and involved in training the sales teams across the organization to follow some mandatory steps while creating a quote.
* Debugging the CPQ contract creation process and helped the developers in solving the issues related to contracts and subscriptions and made sure the contract creation process is automated as expected.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Implemented Community for customers by replacing quoting tool and part of the team planning community rollout framework as four step - cyclic process (Establish, Manage, Engage and measure)
* Have configured various Salesforce Automation mechanisms such as Workflow rules, Validation rules, Approval processes, Process Builders, Flows for implementing advanced business logic in sales cloud and Community cloud.
* Responsible for Post Production Training for various Business teams and sales reps or the end users for a respective project in Salesforce solutions and processes.
* Part of the yearly Territory planning team, which made decisions around Sales related Project Roadmap, Salesforce Lightning enhancements, and process improvements.
* Fully managed a Salesforce Classic to Salesforce Lightning Project involving designing lighting pages for each object, documentation for the end users to provide ease in transition, making installed packages compatible with lightning and ensuring all the data points or apps are fully able to transition.
* Implementing end to end Case Management Process to enable User On-boarding and Off-boarding, to support internal Salesforce Lightning users, Business Enhancement, Reporting, and Dashboard requests.
* Designed and built complex business processes using Process Builder and flows. Also working with developers to enhance existing triggers and code base to provide faster page processing times.
* Designed, and developed the Custom objects, Record Types, Formula fields, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities in sales cloud and service cloud.
* Enhancing profiles to ensure limited access and securing data integrity and data security across the organization and introducing new access standards to reduce future collisions of data risks.
* Automating day to day workflows and designing better ways to organize data flow and processes using appropriate validation rules and advanced Workflows rules, Process builders, Approvals and Advance Approvals in Sales cloud and Service Cloud.

**Environment:**

Salesforce.com platform, Sales cloud, service Cloud, Community Cloud, Community Cloud (Apex, Visual Force, Data Loader, Workflow and Approvals, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Excel enabler for Salesforce Lightning), MS Excel, PowerPoint, MS Visio.

**Daimler.**  Dec 2018 to July 2019

***Salesforce Administrator & Business Analyst***

Portland, OR

**Responsibilities:**

* Designing the new app based on requirements.
* Owning the deployment process by setting the deadlines for each deployment.
* Interacting with the developer to create change set, validating the change set, maintain the required documents for each deployment and data backup.
* Performing the end-to-end unit UAT after deployment.
* Provide Tier-3 level support to Sales/Business/Partner Operations, including issue identification, possible fixes or alternatives.
* Maintained processes of migrating the data using CSV import file and updating the customer records into Accounts, Contacts Opportunities and Opportunity Line Items using Data Loader, Workbench and Import Wizard.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Configure and test standard and custom Salesforce Lightning objects including objects having multiple record types and page layouts.
* Interacting with business to create business requirement documents and verifying with the client.
* Interact with various business user groups to gather and document the requirements to Develop and maintain customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Validations, Custom Permissions, etc.
* Created Workflow rules, tasks, Approval Process, Sharing Rules, profiles and implemented Object and field level security to hide critical information.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.

**Environment:**

Salesforce Lightning.com platform like Service Cloud (Apex, Visual Force, Data Loader, Workflow and Approvals, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Excel enabler for Salesforce Lightning), MS Excel, PowerPoint, MS Visio, Lotus Notes, Smart Sheet, SharePoint and MS Outlook.

**Freddy Mac** Dec 2017 to Nov 2018

***Salesforce Administrator & Business Analyst***

McLane, VA.

**Responsibilities:**

* Project Planning, scoping, tracking the deliverable activities, maintaining the project progress reports regularly.
* Work with the Business Operations team to refine and scope technical requirements derived from business objectives.
* Preparing and managing the Project Plan to track the progress of tasks, sub tasks and resources.
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Leveraged negotiation and communications skills to guide project teams across 2 different site locations, to deploy and validate dashboard reporting and business partner reporting that showed complex relationships.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Actively involved in the configuration of the Salesforce Lightning.com application according to the requirements.
* Created Workflow rules, tasks, Approval Process, Sharing Rules, profiles and implemented Object and field level security to hide critical information.
* Work closely with Salesforce Lightning Developers and help them in functional and data issues.
* Configure and test standard and custom Salesforce Lightning objects including objects having multiple record types and page layouts.
* Create and maintain Salesforce Lightning Reports and Dashboards. Configure validation rules, workflow rules, approval processes.
* Created business requirements documents including scope of work (SOW), request for proposal (RFP), vendor vetting profile, and service level agreement (SLA) processes for a full life-cycle, database modernization upgrade to a proprietary Customer Relationship Management (CRM) system.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Coordinate and maintain strong working relationships with critical business partners (Sales Ops, Business Ops, Partner Ops, and Product & Pricing) to expedite the review and approval process for any Salesforce Lightning.com customizations.

**Environments:**

Salesforce Lightning.com platform like Sales cloud, Service Cloud (Apex, Visual Force, Data Loader, Workflow and Approvals, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Excel enabler for Salesforce Lightning), MS Excel, PowerPoint, MS Visio, Lotus Notes, MS

Outlook.

**AT&T** Oct 2016 to Dec 2017

***Salesforce Administrator & Business Analyst***

Atlanta, GA

**Responsibilities:**

* Interact with various business user groups to gather and document the requirements, Develop and maintain customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Workflows, Approval Processes, Process Builder, Validations, Custom Permissions, etc.
* Support, Debug, Analyze, and Troubleshoot complex customizations developed using Visual Force pages and Apex code
* Manage, Prioritize, and Handle cases related to User objects, Reports, dashboards, Wave analytics and handle data loading
* Provide Tier-3 level support to Sales/Business/Partner Operations, including issue identification, possible fixes/alternatives
* Proactively identify and implement new enhancements, and system customizations to maintain data integrity, automate manual processes.
* Implemented Steal Brick CPQ designed, Executed
* Involved in meetings with various business stakeholders to get the SKUs into the system and making sure the prices and the products are configured as required.
* Perform risk analysis associated with requested changes/enhancements, ensure change management practices are followed and help business make the right decision by communicating the impacts and alternatives
* Coordinate and maintain strong working relationships with critical business partners (Sales Ops, Business Ops, Partner Ops, Product& Pricing) to expedite the review and approval process for any Salesforce.com customizations
* Evaluate information gathered from users, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
* Design and Develop SLA based Application on Force.com Platform in Salesforce Lightning.com environment with Apex programming language at backend and Visual Force pages as user interface.

**Environments:**

Salesforce Lightning.com platform like, Service Cloud (Apex, Visual Force, Data Loader, Workflow and Approvals, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Excel enabler for Salesforce Lightning), MS Excel, PowerPoint, MS Visio, Lotus Notes, MS

Outlook

**Hewlett-Packard (HP)**

**End Client: Placer County, Sacramento, CA**  Dec 2015 to Oct 2016

***Salesforce Administrator & Business Analyst***

Sacramento, CA

**Responsibilities:**

* Updated Business Requirement Documents and Conducted GAP analysis.
* Involved in creating gap analysis documents, clearly identifying the data, business process and work flows of the organization with respect to Salesforce .com implementation.
* Administered and monitored the company's Salesforce  CRM application
* Created the workflows for automated lead routing, lead escalation and email alert. Designed and developed Project Scope Document, Project Plans, Project analysis and Project Deliverables, Business Requirements Document.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Developed field & page layout customization for the standard objects like Account, Contact and Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Worked on various Salesforce .com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Designed, and developed the Custom objects, Record Types, Formula fields, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Expert CRM Fusion User with advanced skills in Power Grid, Single Table Dedupe, Mass Lead Conversion, Lead to Account Deduplication, Mass backup, Mass Ownership changes.
* Supervised, examined and specified stakeholder needs.
* Managed sales cloud, deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project coordination.
* Primarily involved in developing use case documents for the application, traceability matrix, system requirement specification (SRS) and presentations for proposed solutions.
* Implementation of Data Loader for loading the data, Provided offshore team with necessary and KT and assistance whenever required.
* Scheduling daily standup call with Offshore team, Used Data Loader to read, extract, and load data from comma separated values (CSV) files or from a database connection.

**Environment:**

Salesforce Lightning.com platform (Apex, Visual Force, Data Loader, Workflow and Approvals, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Excel enabler for Salesforce Lightning), QlikView, MS Project, MS Excel, PowerPoint, MS Visio, Lotus Notes, MS Outlook, Foxit, MicrosoftSQL

**SysMod**

**End Client: State of Nevada, DMV.** Jun 2015 to Dec 2015
***Salesforce Administrator & Business Analyst***
Carson City, NV

**Responsibilities:**

* Understanding the key pain point with business and utilizing the best of Salesforce platform, Designing project plan and timeline.
* Driving project execution and closely monitor progress; ensuring project milestones are met; Actively manage risk mitigation and issue resolution.
* Analyze changes to scope/requirements/timeline and assess impact to the project delivery.
* Lead project kickoff meetings, weekly project team meetings and working meetings as needed.
* Manage client expectations while adapting to changing expectations under the backdrop software updates.
* Configuring and building Salesforce CRM solution based on design document.
* Meeting milestones under extreme tight deadlines and deliverables.

**Environment:**

 Salesforce Sand box, Full Copy Sand box, Production, Service cloud, work bench, Strong organizational skills and attention to detail and experience working in virtual environments.

NetXcell June 2011 to Dec 2013

Hyderabad, India

IT Analyst

**Responsibilities:**

* Assign work orders / incidents to appropriate support teams and monitor them for closures
* Developed many Excel applications such as a task organizer that automated input, organizing, and sorting of daily tasks
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements using MS Excel.
* Actively Participated in business and technical reviews of gathered requirements for reports specific to call center agents and customer records.
* Created, updated, modified, and improved technical reports in Excel.
* Reduced margin of error by using conditional formatting and logic functions in Excel spreadsheets.
* Developed functional specifications document for Accounts and Opportunities module leading the business tracks.
* Research, design, evaluate, install, and maintain systems and processes to meet requirements, applying knowledge of engineering principles.
* Monitored and followed up on operational risk events, deficiencies and incidents.
* Demonstrated ability to quickly understand the business problems and provide solutions.
* Coordinated and communicated with team members from other countries
* Participate in frequent planning, status, and working teleconferences for technical deliveries and build staging, development, design, scheduling, contract and project strategy, staffing, and program management including presentation materials and supporting data for analyst level