Self-motivated and results oriented professional with 8 years of experience with business analysis and understanding engineering requirements for efficient functioning of Information Systems.

* Involved in different phases of SDLC including Analysis, Design, Development, Implementation and enhancement of projects in SalesForce.com following **Agile** (SCRUM) and **Waterfall** Methodologies.
* Experience on translating business process into **Custom Objects** and creating **Lookup Relationships** and **Master-Detail** **Relationships**, **Record Types**, **Tabs**, **List Views, Custom Fields**, setting up Tracking Field History, Designing **Validation Rules** and Field-Level Dependencies, **Standard and Console Apps.**
* Creating **Profiles**, **Security/Sharing Rule**s, Configure **Permission sets**, Field Level Security, Record Level Security, **Roles** and Resource monitoring at different Hierarchical Levels of the organization.
* Administrative tasks like User Management, assigning custom permissions, Email notifications and **Templates**, **Reports and Dashboard**, Audit Trail, Salesforce Chatter, Setting up Tasks & Events and Chatter File Sync
* Worked on Automation tools creating **Workflow Rules**, **Process Builder**, **Flow Builder**.
* Good knowledge in migrating **Salesforce Classic** **to** **Salesforce Lightning** to support business process with new environment and hands on Experience with Salesforce lightning components as well as Salesforce **Lightning App Builder**.
* Good understanding with **Client/Server architecture**, Object-Oriented design techniques and web application design under **Model View Controller** (MVC) and Service Oriented Architecture (SOA).
* Excellent communication and interpersonal skills, with self-motivated attitude, adapting to various work cultures with ease. Highly dedicated, quick starter, solution driven pattern programmer. Excellent at solving com Good knowledge in Salesforce platforms, **Sales Cloud**, **Service Cloud console** and **Community cloud.**
* Experience in designed entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship.
* Hands-on experience in Salesforce architecture, data models, security, access controls, Org wide setup and configurations.
* Proficient in implementing business flows using the Declarative framework via **process Builder and Flow builder.**
* Experience in deploying various components using Migration tools and change sets.
* Strong understanding of various SDLC methodologies such as Agile (SCRUM, KANBAN & SAFe) and Waterfall with hands on experience in both of them.
* Experience in previous roles included involvement in end to end project execution, Planning, Analysis/Design, Development, User acceptance Testing, and User Training.
* Excellent communication and interpersonal skills, with self-motivated attitude, adapting to various work cultures with ease. Highly dedicated, quick starter, solution driven pattern programmer. Excellent at solving complex problems under strict deadlines.

**CERTIFICATIONS**

* Salesforce Certified Platform App Builder.
* Salesforce Certified Administrator.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Requirement Analysis | Jira 6.3. \*, Rally, TFS, Confluence, Wireframe, Salesforce  |
| Salesforce Configuration | Workflows, Process Builder, Flow Builder, Approval Processes, Reports, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. Email-to-Case, Web-to-Case, Event messaging, Streaming API, BULK API, Platform Events |
| Salesforce Tools | Workbench, Force.com Data Loader, Force.com Excel Connector, Service Cloud, Sales cloud, Community Cloud  |
| Web Technologies | HTML, DHTML, CSS and JavaScript, jQuery, XML, UI/UX, JSON Handling. |
| SLDC Methodologies | Agile (Scrum)and Waterfall  |
| Other Tools | BMC Remedy, Siebel, Pega 7, GPS (Next generation policy System), ODM (Online Data Management), Compass, RTM, E-commerce |
| Testing  | HP Quality Center, HP ALM  |
| Operating Systems | Windows (7, Vista, XP, and 2000), Windows Server (2003, 2008), MAC OS/ X |

**EXPERIENCE**

**SALESFORCE ADMIN & SR. BUSINESS ANALYST.**

**GUITAR CENTER, CA| October 2019- Present**

* Implemented Salesforce to address customer support challenges and increase production time. Moreover, with the option of live- chat GC is aiming to provide better customer support though various Omni channels and increase the sales to proactively.
* Implemented Live chat in various Omni channels to resolve the issues in a timely manner.
* Embedded chat to customize chat window and built flows for the embedded chat to automate the repeating tasks.
* Built routing option most available to agents based on the capacity and active cases.
* Gathered requirements for community cloud implementation for B2B to with product catalog and various services.
* Worked with automation tools like process builder, approval process, flow builder to auto sent notifications, create sub tasks and update the custom objects.
* Experience in creating users, profiles, permission sets, setting up org wide defaults, sharing rules (owner and criteria based).
* Created summary reports, matrix reports, and dashboards for higher management to evaluate the performance of the contact center, sales and services.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created change set and deployed the data from sandbox to production instance after testing.
* Responsible for creating business requirements in Salesforce CRM and addressed the possible challenges.
* Maintained the salesforce implantation project Charter in Confluence and updated the changes accordingly.
* Conducted JAD sessions with customer support, marketing team and IT team to discuss the possible enhancements and ease the duties of customer support.
* Optimized Channel attribution models for marketing team to measure the campaign performance.
* Developed process flow diagrams in Gliffy (Confluence) and training documents to help customer care support people on various features in Salesforce to process requests.
* Managed projects through SCRUM meetings, weekly reports, identifying risks, and tracking issues.
* Conducted UAT and sprint review sessions with the stakeholders to review the business requirements.

**SALESFORCE ADMIN & BUSINESS ANALYST.**

**CITY OF HOPE, CA| June 2018-October 2019**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Extensively used **Agile Scrum methodology** to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.
* Participated in daily scrum meeting to address the progress of the user stories and any road blocks in the system.
* Analyzed and implemented corresponding Salesforce solution/application per business requirement.
* Implemented case management process, knowledge management and configured the Case and Solution object on the **service cloud** as per business need, capturing cases from BMC remedy
* Created users, roles, public groups and implemented sharing rules to provide appropriate access to data.
* Developed workflow rules, tasks, emails and alerts to track the service request and help desk related activities.
* Created summary reports, matrix reports, and dashboards for managers and directors.
* Developed picklists, buttons, lookups, master detail relationships, validation, formula fields to custom objects.
* Supported knowledge migration process by setting up validation rules, record types and user permissions.
* Built Queues, case assignment and escalation rules to auto direct the service request to concerned team.
* Experience in Data loader, data import wizard to import and export the data from external systems.
* Deployed changes in service cloud using change sets across organization.
* Completed a variety of user **research analysis** to launch the **beta version** of the salesforce product.
* Documented business processes and analyzed procedures to ensure alignment with changing business needs
* Provided front-line post go-live support for help desk and users.
* Partnered with help desk and IT teams to identify future functionalities to process more request and user adoption
* Identified root causes and corrective actions to meet short and long-term business goals.
* Performed product backlog grooming sessions with the business users to identify the business needs.
* Managed projects through status meetings, weekly reports, identifying risks, and tracking issues
* Managed an initiative to increase efficiencies in the help desk team, to process more tickets in a short period of time.

**BUSINESS SYSTEM CONSULTANT & PROJECT MANGER.**

**Wells Fargo, NC| Sept 2017-May 2018**

* Partnered with enterprise risk finance technology staff to manage and deliver customer projects like CCW, RED, ACCEC and AMDS on time and within budget.
* Managed end-to-end Project delivery for multiple projects.
* Ensure that the project team understands all aspects of the project plan relating to their respective responsibilities and deliver according to the timelines laid out in the project plan.
* Developed and set up agile Kanban within the department by using while initiating peer-to-peer reviews.
* Reviewed, analyzed, and evaluated change management requests for a thorough understanding of project direction by using PAC2000 and generated statistical data reports.
* Created and Executed SQL server scripts to analyze the data and run the reports.
* Performed UAT, created test plans and test cases for multiple projects.
* Tracked and managed defects in HP ALM along with analyzing data and provided reports
* Compiled detailed descriptions in JIRA of user needs, program functions and steps needed to develop or modify various requirements for applications.
* Ensured projects issues are settled and provided risk management to increase the projects accuracy and completeness with triage toolbox.
* Worked closely with programmers, system engineers and users to communicate and bespoke project and routine support requirements.
* Provided required documentation for all the applications to the security team to make sure they are compliant with wells Fargo security policies

**BUSINESS ANALYST.**

**Florida Blue, FL| Sept 2016-MAY 2017**

* Sell point Application is a Medicare sell point is the agency portal that does the quoting process for an insurance company like Florida Blue, which is a Health care insurance provider. Sell point is the primary application where the agent uses to initiate, review and submit the sales process for the group.
* Performed comprehensive Business analysis using the Agile development cycle model.
* Effectively conducted knowledge sharing sessions for the team on the benefits of Agile methodology.
* Analyzing writing reports and communicating results to colleagues and managers
* Developed wireframes and documentation, with specific focus on quoting process for small and large group health insurance.
* Documented user stories for each sprint from FSD in Rally.
* Collaborated with cross functional users and analysts for alignment on scope and requirements
* Held review sessions with the technical team leaders to ensure correct understanding of the requirements
* Tracked issues raised by the test team and ensured timely resolution for the same
* Involved in UAT, performance testing, and regression testing.
* Prepared detailed use cases, acceptance criteria and test scenarios for each project.
* Provided complete end-user training and go-live support.

**CLAIMS ASSOCIATE.**

**United Health Group, Hyderabad-India| June 2010-MAY 2014**

* Strong expertise in Account Receivables and Medical Billing Operations.
* Worked extensively with Billing Check Only for AARP, Medicare Rx and Health care options.
* Strong expertise in Billing proof of payment and Electronic Fund Transfer
* Strong expertise in applying payments to members, working on different bank sites (Wells Fargo & deutsche bank), Payment research, refunds and billing protested payments.
* Worked on SSA awareness project. This involved Calculations related to members responsible for past due payments.
* Experience in Method of payment maintenance, such as Electronic fund transfer, coupon books & Social security administration.
* Strong expertise in Billing related maintenance records.
* Processed Billing refunds.
* Conducted cross training sessions for new employees.
* Team facilitator, willingness to quickly adapt and learn.

**EDUCATION AND TRAINING**

* **Master of Science,** Kakatiya University, India
* **Bachelor of Science,** Kakatiya University, India.