

Harshendra Pal Singh Gour

Salesforce Business Analyst

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WORK EXPERIENCE

Wipro Limited, Pune - Salesforce Functional Business Analyst

July 2021 - PRESENT

- Gathered Requirements using different elicitation techniques from Stakeholders.
- Prepared different documents like Functional Requirement Document, Business Requirement Document, Process Diagrams, Data Dictionary etc.
- Performed GAP Analysis and Created Vision Map for accountability.
- Created use cases, process diagrams and flow charts for the better understanding of the process.
- Created Epics, Features and User stories to communicate effectively to the offshore and onsite teams.
- Collaborated with stakeholders to get sign off on the Functional and Non-Functional Requirements, User stories, Acceptance Criteria.
- Collaborated with the Developers, QA and Business Stakeholders to refine user stories ahead of the development.
- Reviewed the test case scenarios with the QA Team.
- Conducted beta testing, end user testing and validation as per the requirements.
- Presented the working solutions to the business stakeholders, addressed follow up questions and gathered feedback for the process improvement.
- Prepared the training documents for the end users along with scheduling the training sessions.
- Performed configuration changes in Salesforce related to the roles, profiles and permission sets and also created Salesforce Reports and Dashboards.
- Performed Data Migrations across multiple sandboxes using Salesforce Inspector and Workbench.

Accenture, Pune - Salesforce Developer

February 2021 - June 2021

- Setting up Salesforce security using Profiles, Permission sets, OWD, Sharing rules, Record Types and Page Layouts.
- Configuring Validation Rules, Workflows, Process Builders, Approval process, Assignment rules, Formulas.
- Experience in Data Migration using Import Wizard and Data Loader.
- Learned Setting up Product Rules, Pricing Rules and discount in CPQ to enhance product selection.
- Handful experience in Lightning Aura Components.

Infosys Limited, Pune - Salesforce Developer

April 2018 - January 2021

- Created custom tabs and objects.
- Created objects for implementing custom security.
- Involved in writing triggers and apex controllers.
- Created Visualforce pages and Lightning Components.
- Involved in writing Apex Class and Triggers and ensuring Test Coverage for deployment by writing Test Class.
- Involved in Enhancements of understanding the existing code and making changes appropriately.
- Involved in writing asynchronous code.
- Involved in enhancements of the existing code.
- Performed the integrations using REST API.

CERTIFICATIONS

- Salesforce Certified Business Analyst
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Salesforce Advanced Administrator
- Salesforce Certified Salesforce Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Associate
- Copado Certified Consultant
- Copado Certified Fundamentals II
- Copado Certified Fundamentals I

SALESFORCE CLOUDS

- Salesforce Service Cloud
- Salesforce Sales Cloud
- Salesforce Financial Cloud
- Salesforce CPQ

TOOLS

- JIRA
- ServiceNow
- Lucid Chart
- Visual Studio
- Copado
- Salesforce Inspector, Data Loader and Workbench

EDUCATION

GRADUATION 2017 - Bachelors OF Engineering In Electrical with 74.11%

HIGHER SECONDARY 2013 - Science + Mathematics with 83%

PERSONAL ATTRIBUTES

- Self-motivated with well-developed IT skills combined with a flexible and learning attitude towards work.
- Strong Teamwork, Analytical and Observational skills.
- Effective Communicator.
- Open to travel.

PERSONAL DETAILS

- Languages Known : English and Hindi
- Nationality : India
- Marital Status : Married