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**Meghana Kamble**

**Certified Salesforce Administrator And Platform Developer**  
**Phone: 919-579-1825**

**Summary:**

* 6+ years of professional experience as a Salesforce Business Analyst in SFDC.
* Extensive experience in analysing, requirements gathering, and writing system functional specifications including use cases.
* Experience working across various SFDC implementations covering Sales cloud, Community Cloud, Marketing Cloud, Service Cloud, Chatter & App - exchange applications.
* Experience in performing configuration tasks using Apttus and have a Good knowledge of concepts in CPQ, Opportunity Management.
* Experience in Lightning Components and Salesforce Lightning Design System (SLDS) with Salesforce Marketing cloud.
* Experience in Lightning Web Component and Design System (SLDS) with Salesforce community cloud.
* Implemented Marketo in detail for setup for users in such a way that campaigns help users to evaluate each marketing activity.
* Strong Knowledge in Salesforce administration and customization, data validation, sales, marketing, customer service and support development team.
* Documenting business requirements, technical requirements and Use Case diagrams to make the requirements easy to understand for Salesforce Developers.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Worked on Date Clean up by using Data Loader.
* Worked on Salesforce REST API on Marking cloud.
* Excellent in Developing and evaluating business process Models.
* Have good working knowledge in querying Salesforce.com database using SOQL, SOSL queries using Force.com Explorer.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Proven success as a business analyst through the years, providing a well-balanced understanding of business relationships, business requirements, and technical solutions.
* Strong experience in RUP Business Modelling process.
* Experience with Salesforce Administration, Development, Implementation, Configuration, and Support on Force.com platform.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a business analysis methodology for application functionality designs using IBM’s Rational Rose.
* Excellent knowledge of Enterprise Portfolio Management systems like Clarity, Plainview and MS Project Server.
* Excellent in Developing and evaluating business process Models.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.Strong experience in Salesforce API’s like SOAP, REST and BULK. & Salesforce Integration ETL tools like Apex Data loader and Informatica Data loader
* Professional experience in business analysis, operations management and development, design, documentation and testing.
* Advised management on improvement strategies, Competitive & Profitability Analysis.
* Exposure to Client/Server, Web Application developmental tools and Software development and design.

**SFDC Skill Set:**

• Experience in Salesforce.com CRM Platform involved on Administration, Development, Integration, deployment, communities.

• Detail-oriented with the ability to quickly ramp up on new clients, their business needs, and technologies.

• Experience in Salesforce development including Apex Classes / Controllers, Visualforce,

Apex Triggers, S-Controls and used Salesforce API.

• Participated complete life cycle of Salesforce projects using Agile methodologies with the helps tools Jira.

• Using development tool such as Sublime, VScode.

• Using deployment tool such as SVN and GIT.

• Experience working across various SFDC implementations covering Sales Cloud , Service Cloud, Community cloud, Marketing cloud & App-exchange applications.

• Good experience in working on Eclipse IDE with Force.com plug-in for writing business

logic in Apex programming language.

• Experience in working on various aspects of CRM techniques like Campaign

management, Order management, Account management, Case management and Forecasting.

• Hands on working experience in Custom Profiles, Role Hierarchy, and User Management.

• Experience in maintaining, enhancing and creating workflow, triggers, assignments

rule and validation rules.

• Experience with activities related to SFDC, Saleforce.com setup, Configuration,

customization, Administration, Data Migration and deployment of applications to

Force.com platform for large user groups.

• Strong Requirements gathering experience and documentation skills which includes

Conducting User Interviews, transforming business requirements into user requirement

specification, Functional Requirement Specifications Document (FRD) and Use Case Narratives.

• Expertise in Force.com technology stack: APEX, SOQL and SOSL.

• Work with clients and end users to gather, understand, and define business requirements.

• Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients.

• Work collaboratively with team members to design a solution that will meet a client’s business requirements and fulfil user stories.

• Complete the configuration for user stories within Salesforce, AppExchange products, or other cloud-based technologies.

• Collaborate with developers to test and verify that solutions will meet the business requirements.

• Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.

• Experienced in client interfacing skills, with the ability to discuss and present Salesforce technical concepts in non-technical terms, in writing and verbally, to business users.

• Expertise with analysing, assessing and documenting, for both technical and non-technical users, Salesforce internal configurations.

CERTIFICATION:

1. Salesforce Certified Administrator (SP18)
2. Salesforce Platform Developer-I

**EXPERIENCE**:

**Robert Half International (USA,California)–** Salesforce Business Analyst (Jan 2019 – till today)

**PROJECT NAME :** CXT/RHD

**PROJECT DESCRIPTION:** Robert Half, is a global human resource consulting firm, where candidate can upload their resume and apply for the multiple jobs, vendor can create a job order for themselves too. So, they choose Salesforce CRM and migrated their existing visualforce pages into Lightning component for the best User interface.

**RESPONSIBILITIES:**

* Work on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, &Campaign
* Interact with various Business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Identify and streamline workflows using the nCino platform, built on Salesforce.com, and implement changes and levels of customization as needed through the Salesforce Administrator role.
* Based on the business requirements, designed a sample CPQ process within salesforce so that pricing team can get the pricing requests of custom quote requests in their queue to review.
* Responsible for gathering the requirements by coordinating with developers and project managers, to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Maintained CPQ Configure-Price-Quote tool updated with latest functionality by installing Apttus CPQ releases.
* User Preferences page and Marketo program design and implementation and Followed agile and waterfall SDLC methodologies for project execution.
* Implementing SalesCloud, Service Cloud, Chatter and custom applications in Force.com.
* Work with functional teams in a waterfall environment and identify effective processes improvements
* Involve in Business Process Modeling and Re-engineering to improve the current business process and gain efficiency through the new application.
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ.
* Responsible for creating Test Plan, Test Scripts, Test Cases and conduct User Acceptance Testing (UAT)
* TrackUAT issues/bugs and prepare reports.
* Facilitate communication between customers, Subject Matter Experts and Technical Staff to level set of various aspects of the project
* Participate in various testing functions (i.e. Regression and Acceptance Tests) to verify that client needs are met
* Document Salesforce Lightning Training and Implementation Material for the Business users, participate in the Implementation and provide post-implementation support
* Investigate Business Systems, assist in bridging needs of the Business with Salesforce.com
* Involve in defect management and resolution
* Use MS-Visio to construct current and Future state diagram and screen mockups for the Business Requirement Document
* Conduct daily defect Triage meetings with IT support and Business Testers to review outstanding defects and their resolution

**Maantic Inc (USA,California)–** Salesforce Business Analyst (March 2018 – December 2018)

**PROJECT NAME :** Refugee Services

**PROJECT DESCRIPTION:** The client ‘Jewish United Fund - Refugee Services’ has database hosted on website. There are many external agencies work with JUF to collect the data about refugees which have proper documentation with themselves. All these data they feed to the system. So JUF Refugee would like the new system to be completely self-contained and have all the functionalities from the existing system and enhanced them which is easy to use by external and internal users, so they choose Salesforce CRM as a new system. where We did data migration from their existing online system to salesforce CRM.

**RESPONSIBILITIES:**

* Work on Concentrix Software platform- Genelco Insurance Administration Solutions (GIAS) – a Third Party Administrator Tool that manages the administration of Whole Life, Universal Life, Critical Illness and Annuities Products. Conducted feasibility study, gap analysis and provided recommendations to implement SalesforceCRM compared to Onyx, and Siebel CRM on Demand.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Use nCino application to test the whole Loan processing system
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual force pages.
* Capturing business and system requirements for multi phased implementation of Sales, Service & Community clouds, and customization of Apttus CPQ, producing user stories, use cases, process models, data models, context diagrams
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Used field level security along with page layouts to manage access to certain fields.
* Introduce Salesforce Mobile for the corporate Blackberry and iPhone users in order to use several tools on the go.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Worked on Sales Cloud, Marketing Cloud, Service Cloud and Custom Applications.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Work with different versions of Genelco Insurance Administration Solution (GIAS) application throughout various products, plans, statements and reports of Life Insurance and Annuities domain
* Work on multiple projects of categories such as Additional Service Request (ASR) and Transition with different project managers and teams
* Perform system Testing on GIAS application with different environments and conduct the User Acceptance Testing, involve in planning of UAT testing, document test cases, test plans.
* Identify developmental aspects of projects for GIAS application and analyzed the network management system components along with the functional requirements
* Gain a well-balanced understanding of business relationships, business requirements, and technical solutions.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Create Groups, Agents and policies in Genelco Insurance Administration Solution (GIAS) Application as per the Requirement.
* Maintained custom nCino-Salesforce objects. Maintain setup records specific to nCino. Work with nCino project management team to ready client for Data Configuration stage of implementation.
* Document and provide Functional design for New Business, Withdrawals, Statements, General Ledger Accounts, Clients and Agents in GIAS Application
* Conduct and participate-in internal and client meetings, organizing one to one and Joint Application Design (JAD) sessions
* Identify, Analyze, gather requirements and document the artifacts such as Business Requirements documents and Business System Design documents, Requirement Traceability Matrix
* Examine and research the data management system of the organization, produce data reports, distinguish between data models and design a data warehouse data mapping document.
* Conduct Data analysis on the backend using SQL for data mapping documentation and providing transformation rules for developers.
* Represent UML through use cases, use case document by specifying actors, normal flow, alternative flow
* Use Techniques for document analysis such as one-on-one interviews, Workflow Analysis, JAD sessions and document new Requirements
* Document As-Is and To-Be process approach for transition of one environment to other environment of system in distinguishing the policies and strategies
* Recognize and analyze a problem or opportunity using GIAS Model and the document developed to evaluate the alternative system solutions and define interrelationships among the system
* Perform Quality Assurance, Regression testing and User Acceptance testing to verify client needs are met
* Work with team through entire process of Software Development Life Cycle Methodology, Waterfall and Agile including analysis and design, business and functional requirement analysis, system design, development, testing and Implementation.
* Interact with development Team and assist developer in documenting Technical Specifications Design Document
* Use various tools such as MS Office, Bugzilla for defects tracking, assigning and closing, TIDAL for schedule job run, GOAnywhere for managed file transfer, ALDON for code move, ADAM for repository storage, Snag-It/snipping tool for screen Mockups
* Experienced in Agile methodologies SCRUM.

**Thinqloud(Nonprofit –India)** Salesforce Business Analyst (June 2017 – December 2017)

**PROJECT NAME:** ChildFund

**PROJECT DESCRIPTION :** ChildFund is an International child sponsorship group based in Richmond, Virginia, United States. It provides assistance to deprived, excluded and vulnerable children in 30 developing countries, including the United States.

**RESPONSIBILITIES:**

* Business analyst for multiple projects and systems across the enterprise analyzing requirements and specifications to determine the feasibility of proposed projects and solutions, to include risk assessment of current production systems, project estimation using agile methodology, writing communication and technical documentation.
* Worked with business process owners to understand their requirements for Salesforce Marketing Cloud application.
* Design Mapping Specs based on the information/documentation available. Work closely with AD team to find out Database fields.
* Worked on Lead Management, Account Management, Opportunity Management and Case Management.
* Implemented Web-to-Lead and custom Lead conversion by writing Apex Classes and Visualforce Pages.
* Developed Custom report types, Reports and Dashboards for various users and enabled permissions to various Profiles to the Reports and Dashboard folders.
* Used Data Loader to migrate data from external data source in to salesforce and used Oracle and ETL tools to transform data as per source system data model.
* Part of the Business Analyst Development Program, with the first rotation in the Annuities division, and second in the Investment division
* Provided agile project management controls, project plans, timeline schedules, facilitate JAD sessions, and review software defects.
* Performed custom data conversions and developed custom software for life insurance.
* Review and walkthrough design mapping with the Business Groups and present with logical data model.
* Identify gaps between what is needed against what is present and present a workable solution to the problems, like masking and unmasking of data fields.
* Deployed salesforce components to other sandbox and production instances using Force.com Ant Migration tool, Change Sets and Eclipse.
* Coached and developed a distributed team of business executives and technical professionals regarding Agile roles, routines and responsibilities resulting in a more thorough understanding of Scrum and a faster start up time to developing software.
* Working with functional teams in an agile environment, analyze factors and components of systems and processes to manage interrelationships and facilitate change. Detects inefficiencies or conflicts in systems and processes and helps to identify effective improvements. Facilitates communications between customers, SME's and Technical staff. Participate in various testing functions (i.e. string and acceptance tests) to verify that results are correct.
* Design Test Scenarios, Test Cases (SQL Queries), Test Scripts and Test Data. Designed the Quality Center Test Labs and Test Sets for Better and Easy tracking of overall project progress.
* Identified the automation scenarios, such as file compares from different runs from the Life Admin system and validate Worked on Insurance products for review and approval. Collaborate and negotiate with state regulators to secure state approvals to offer annuity product portfolios for sale.
* Designed UNIX Shell Scripts for processing of flat files during the staging process.
* Worked in the waterfall development model.

**Accenture Solutions Pvt. Ltd (Mumbai) -** Salesforce Business Analyst (February 2015– June 2017)

**PROJECT NAME : ​**O2

**PROJECT DESCRIPTION :** This project deals with Customer Relationship Management from Prospective Target phase to Lead to Subscribers. It helps business in Lead Management, Opportunity Management, Site Surveys and Construction Job management. It includes third party integrations like Google Maps Web services for graphical/regional view. We created Force.Com sites for the partners along with Community Portal where weekly feeds and

news were posted. We developed a Portal for the Sales Team to help in processing orders faster and using Salesforce1 app and Force.com Sites . We also worked on Integrations with their Legacy System to check viability of the Services they offer were available or not at a particular site and registering of Site along with on boarding of new partners to the portal . We also helped them in building Order Module which proved efficient and Invoicing module was taken care by SAP system. We integrated with SAP systems using REST and also used Outbound messages for integrating Data between Salesforce and SAP system.

**RESPONSIBILITIES:**

* Gathered user requirements and directed developers for practical deliverables.
* Acted as a liaison for brokers and clients advising on repercussions of decisions regarding their Variable Annuities and various sub-accountsDeveloped various Visual force Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Created Custom Objects and fields for transactional and contractual information.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed and deployed Custom Tabs, Validation Rules, Approval Processes and Auto-Response Rules for automating business logic.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to custom objects.
* Created Templates, Approval Page Layouts and defined Approval Actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used field level security along with Page Layouts to manage access to certain fields.
* Created custom dashboards for manager's home page and gave accessibility to dashboards for authorized people. Used Data loader to load the records on to the force.com platform.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Centre , Chatter & App-exchange applications.
* Worked with the full SDLC, elicit, analyze and define requirements.
* Identified Use cases from the Functional requirements and wrote Use Case Specifications and created business process workflow diagrams (Activity diagrams, Sequence diagrams, Collaboration diagrams)
* Tracked UAT issues/bugs and prepared reports.
* Performed job of contact point for all stakeholders (business, legal, compliance, development).
* Documented monthly status reports for enhancement and modification requests for the development team to assist them in efficient tracking and monitoring of open issues of the project.

**Capita India Pvt.Ltd (Mumbai) –** Salesforce Support Specialist (January 2013 – February 2015)

**PROJECT NAME: Three**

**PROJECT DESCRIPTION:** This project deals with salesforce sales data of a company. The

workforce is involved in this project and work was to support an existing system in place. Our

work was to make sure that you are getting data daily on time and in full.

**RESPONSIBILITIES:**

• Took support calls from sales staff and sales support associate.

• Keep customers informed of progress during issue lifecycle and make follow-up calls or

communications in a timely manner.

• Assist team members and provide support and solutions to customer queries to meet

company objectives.

• Maintain updated knowledge of company products and services to better provide

customer support and service solutions.

• Performed troubleshooting techniques over the phone or via web messenger to identify

and resolve issues.

• Established patterns to reoccurring issues and provides input to development teams.

**Education:**

D.G Ruparel College(Mumbai University )-BS

**Meghana Kamble**