Ruchika | Salesforce Business Analyst | Red Hat Contact Details: 7982999453 ,

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| **Salesforce Business Analyst** |
| **Executive Summary: Salesforce Certified Administrator with 4+ years of experience** providing Salesforce support to the organizational business requirements. Skilled in creating functional dashboards and reports, trained over 2500+ users on Salesforce and helping organizations to increase their revenue by integrating product tools. Having worked as a Salesforce professional in MNCs and gained experiences in IT, Manufacturing, Healthcare and Travel industries.**Academics and Qualifications:*** **B.Tech** with **72%** from PDM College of Engineering, Maharshi Dayanand University (2007-2011)
* L.L.B completed with first class from Kamkus College of Law, CCS University, Meerut(2012-2014)
* Class 10th & 12th in 2004 and 2006 respectively from CBSE, Delhi

**Professional Summary (2015 to Present)*** Red Hat India Pvt Ltd (July’19 to Present), **Pune** – **Salesforce Business Analyst/Business Intelligence**
* C&S Electric (Mar’18 to Dec’18), **Noida** – **Salesforce Analyst**
* BLS International (Dec’16 to Feb’18), **Delhi** – **Salesforce Administrator**
* CCC Infotech (Jan’15-Nov'16), **Noida** - **SFDC (Salesforce.com) Engineer**
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| **Red Hat India Pvt Ltd** |
| **Key highlights in Red Hat**: Ruchika is currently working as a Salesforce Business Analyst with the Red Hat Information Technology team. Her proven Salesforce knowledge and experience is helping the team to efficiently understand the business cases and translating the requirements into technical solutions more productively. She understands the SFDC CRM capabilities and Apttus Configure Price Quote functionalities. She has an ability to work on her own and manage multiple assignments. Currently, she is executing the Centre for Excellence (CoE) activities for EMEA region (Europe, the Middle East and Africa).* **Cross-Functional**: Working directly with cross-functional teams spread across various geographical locations
* **Requirement Gathering**: Eliciting requirements using frameworks like requirement workshops, data analysis and daily meetings
* **Business Analysis**: Critically evaluating information gathered from multiple sources to understand the true business needs
* **Apttus Cases**: Performing analysis on a day to day basis on the Apttus platform and execute the requirements
* **Team Work**: Working in a team collaborative manner with the minimal supervision
* **Support**: Provide support and troubleshoot integration issues
* Managing CRM platform (Salesforce) throughout their lifecycle, including user setup, user maintenance & user deactivation
* **Reporting:** Developing reports, dashboards, and processes to continuously monitor data quality and integrity
* **UAT**: Helping with UAT and training, as necessary, for new/updated functionality or system upgrades.
* Extensively worked with data loader for uploading multiple sources of data into Salesforce.
* Managing staging to processes orders received from customers in salesforce.
* Tier 1 support via the sales ops case queue including fixing and resolving/responding to cases as knowledge and experience.
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| **C&S Electric Limited** |
| **Key highlights in C&S Electric**: Ruchika worked with C&S on multiple assignments from simpler to having higher degree of complexity. Using Salesforce (SFDC), she worked for the automation of sales process. She is a quick learner and managed Salesforce clients & users; gathering the necessary account requirements to successfully strategize and plan each project and implement those plans to the business needs. C&S Electric is amongst the leading suppliers of electrical equipment in India and is India's largest exporter of industrial switchgear, exporting products to more than 85 countries.**Functional Responsibilities**:* Discuss new requirements and setting up the meetings.
* Plan and prepare user demos and presentations.
* Prepare the solution for the business problems.
* Work in providing the technical team with relevant data points.
* Prepare the functional documents (Based on requirements, mapping the process (AS-IS & TO-BE))
* Customize Salesforce.com objects, fields and page layout
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| * Create of reports and dashboards.

**Technical Responsibilities**: Responsible for performing following activities on a day-to-day basis* User Training
* User issue resolution
* User creation
* Mass updating of data
* Data Mining and Modelling
* Setting up role hierarchy for an organization
* Data Loader, Import wizard, Email templates and Email Alert through process builder.
* Salesforce Integration into Gmail.
* Make help text document for all object
* Act as the primary point of contact for Salesforce users
* Manage operational requests and troubleshoot issues, working with diverse user groups.
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| **BLS International** |
| **Key highlights in BLS International**: Ruchika worked as a Salesforce Admin cum Analyst with BLS International. She was part of the analyst team responsible for collaborating with various other teams and perform actions to design, configure and deliver scalable Salesforce solutions based on requirements from stakeholders.**Functional Responsibilities**:* Maintain system documentation and Salesforce policies and procedures
* Discuss new requirements and setting up the meetings.
* Support and troubleshoot production issues, as needed
* Identify production risks and areas for improvement
* Prioritizes, designs, and facilitates successful implementation and adoption of new processes
* Support the Salesforce Administration team in support, maintenance, and improvement of the Salesforce platform

**Technical Responsibilities**:* Data Mining and Modelling
* Customize Salesforce.com fields, objects.
* Act as the primary point of contact for Salesforce users
* Setting up role hierarchy for an organization
* Data Loader, Import wizard, Email templates and Email Alert through process builder.
* Salesforce Integration into Gmail.
* Assist in developing and maintaining documentation on processes, policies, application configuration, and help related materials
* Manage operational requests and troubleshoot issues, working with diverse user groups
* Make help text document for all object
* Making Validation rule, workflow rule & Page Layout Assignment,
* Creating Record Type, Formula Field & Validation Rules
* Worked on data Loader, import wizard., Email templates & Email Alert through process builder.
* Salesforce Integration into Gmail
* Make help text document for all object
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| **CCC Infotech** |
| **Key highlights in CCC Infotech**: Ruchika worked as a Salesforce Engineer with CCC Infotech. She was part of the support team and managed the various activities of the Salesforce platform. Her zeal to learn new process and Salesforce technology made her to work on the severity 1 level tickets at an early stage of her career. Some of the key areas she worked upon are:* Custom Object& Fields, Schema Builder
* Role & Profile
* Workflow
* Email Template
* Page Layout Assignment, Record Type,
* Formula Field
* Validation Rule
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