**VISHAL PATEL**

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**312-589-8751**

# SUMMARY:

* Project Lead responsible for managing multiple projects simultaneously while ensuring successful end to end delivery of solutions
* Proven experience working with multiple stakeholders, gathering and analyzing business processes and requirements, and managing development and testing teams
* Senior Salesforce Consultant with 5 + years experience with Sales and Service cloud. Experience with Marketo and Pardot
* Extensive experience in understanding organization processes, providing gap analysis and value added development
* Experience in administration, development, platform integration, implementation, and system maintenance
* Extensive work experience in Agile and Waterfall Methodologies
* Proficient in troubleshooting/configuring large Salesforce applications, understanding user stories and defining acceptance criteria.
* Ability to implement and improve new SFDC functionality including custom fields, page layouts, and record types
* Proficient with declarative development tools including workflow rules, process builder, and visual flow
* Outstanding project management skills; experience with end to end system implementation

**EXPERIENCE:**

# MTX Group

# Salesforce Sr Business Analyst March 2021 - Present

* Defined user stories for vaccine management solution for city of Pittsburg
* Responsible for all Sprint Meetings: Scrum Meetings, Sprint Planning and Retrospectives
* Triaged tickets and added appropriate user stories to upcoming Sprints
* Lead the Sprint Demo’s showcasing new functionality at end of each Sprint
* Created training documentation for all new functionality
* Assisted in Training for end Users

# Cheshire Impact

# Sr Business Analyst – SFDC November 2020 – January 2021

* Translated clients' business requirements into well architected solutions that demonstrate the Salesforce platform
* Developed custom solutions and interfaces using the Salesforce platform
* Created and Updated Business Requirement Document based on Requirement Updates
* Collaborated and communicated with multiple vendors in order to enable integrations
* Appropriately assigned requirements to Admins and Developers

# Infosys

# Sr Business Analyst August 2019 – March 2020

* Partnered with product owner to create Scope Document
* Produced high quality analysis deliverables, including precise and accurate user stories and testable acceptance criteria
* Utilized understanding of system constraints to develop system design
* Communicated requirements to developers
* Assisted QA team with testing

# Capgemini

# Business Analyst February 2018 – October 2018

* Consulted client on Salesforce.com best practices
* Customized and configured Salesforce platform:
  1. Managed users
  2. Designed advanced reports and dashboards
  3. Created Automation and workflow processes
* Created and delivered informative, well-organized presentations and demos
* Developed Business Requirement Document and Functional Requirements Documents
* Responsible for application build and configuration
* Assessed business operations of business units to document procedures, information flows and handoffs, decisions, communications pathways, etc.
* Lead meetings and workshops with client staff
* Responsible for capturing business requirements, demo new functionality and provide information and updates where appropriate
* Provide guidance and Knowledge Transfer to Junior members of team

# Discover Financial Services

# Business Consultant October 2016 – October 2017

* Prepared project plans and scope; broke down work into actionable tasks, milestones, and deliverables
* Analyzed business processes and gathered requirements for end to end implementation of Salesforce
* Ensured new users were given proper Salesforce access
* Responsible for troubleshooting Salesforce cases and followed up with internal staff to ensure timely delivery of solution
* Managed case work flows between consulting group and internal Salesforce team
* Ensured user record reconciliation for compliance with company standards

# Trading Advantage

# PM/BA June 2015 – December 2015

* Project manage development work; document requirements for developers and tracked progress toward project goals
* Configured page layouts on various SalesForce object; customize profiles and record types
* Monitored queues and responsible for troubleshooting issues with distribution of leads
* Built workflows for marketing vendor; customized and managed existing workflows
* Used data loading tool to import, export, and delete data on various objects

# Huron Consulting Group

# Business Analyst March 2015 – May 2015

* Managed projects to ensure end to end delivery of solution
* Analyzed business processes and gathered requirements for end to end implementation of Salesforce
* Resolved end user issues and managed incoming Salesforce tickets via support mailbox; provide end user training on specific functionality
* Created and customized reports and dashboards for various groups and end users
* Implemented and improved new SFDC functionality including custom fields, page layouts, and record types
* Migrated data from legacy systems using Dataloader and other third party tools
* Performed routine QA checks and procedures on large sets of records
* Set up new users by configuring custom profiles, permission sets, and various settings in Salesforce

**Various Clients April 2011 – March 2015**

# EDUCATION:

University of Texas at Austin BA in Managerial Economics – 2006