Deepika

Salesforce Consultant & Business Analyst
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Professional Summary

- ❖ **Salesforce Consultant & Business Analyst with exposure to different industrial and functional domains, like HCM, Sales, Real Estate, OEM, E Commerce** with 9+ years of experience
- ❖ Having extensive experience spanning more than 10 projects as a Salesforce Consultant, Lead, or Business Analyst
- ❖ Major areas of work include requirement analysis, design, configuration, end to end implementation and deployment of applications on Salesforce.com cloud platform
- ❖ Worked on client sites and collaborated with Global teams.
- ❖ Strong customer relationship management skills to effectively manage communications, conflicts, and negotiations, managed challenging conversations regarding budget, resources and timeline and formally capture and communicate outcomes of those meetings
- ❖ Good hands on experience in Sales cloud, Service cloud, FSL and Health Cloud
- ❖ Good understanding of
  - ➢ Sales cloud, Service cloud, FSL cloud, Community Cloud
  - ➢ Salesforce.com Configuration and Design of, Sales Cloud, Service Cloud and Community Portal solutions.
  - ➢ Implementing Security/Sharing rules, configured Permission Sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization

Professional Experience

Topaz Solutions	**Consultant - Salesforce**	**July 2019 - Till Now**
Metacube Software Pvt. Ltd.	**Functional Analyst - HCM**	**Jan 2011 - Dec 2017**

Business/Functional Skills Set

Salesforce Configuration	**Requirement Gathering**	**Reports and Analytics**	**Integration**
Process Modeling	**Data Managements**	**Business Analysis**	**Process Adherence**

Skills

Communication	**Teamwork / Collaboration**	**Analytical thinking**
StakeHolder Management	**Customer service**	**Documentation**
Project Planning	**Business intelligence**	**Innovation**

Key Projects

1. ***Topaz Solutions || Future Cooling Technologies || Sales Cloud***
   Future cooling technologies offers a variety of thermal management products and services including Thermal management consulting, design and analysis, prototyping, manufacturing, product testing

- ❖ **Job Responsibilities**
  - ➢ Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization

➢ Lead requirements gathering sessions and build the business requirements document
➢ Worked on creation of custom objects, custom fields, pick-lists, role based page layouts, workflows, validation rules, process builders
➢ Analyzed areas of risk, collaborated on solutions and developed plans to minimize risk and communicated to clients
➢ Conducted status meeting with stakeholders and provided status reports to all parties

2. *Topaz Solutions || Brake Defense || Customer community*
   BD delivers game changing brake technology designed for tactical trucks and trailers unit readiness across the Department of Defense

❖ **Job Responsibilities**
➢ Project manager and Salesforce Consultant performing Salesforce admin / configuration / deployment / data migration
➢ Designed, documented, built, tested and deployed enhancements to production environment
➢ Liaison between India and US on-shore teams
➢ Reviewed progress and performance of project team and followed-up with client as required
➢ Analyzed areas of risk, collaborated on solutions and developed plans to minimize risk and communicated to client

3. *Topaz Solutions || Philadelphia Cancer Respite Foundation || Sales cloud*
   For Pete's Sake is a nonprofit organization located in the suburbs of Philadelphia. By implementing and streamlining their processes on Salesforce, we set the organization up for growth and expansion.

❖ **Job Responsibilities**
➢ Configured, maintained and enhanced security using profiles and role hierarchy
➢ Created custom objects custom fields pick-lists role based page layouts, workflows, validation rules process builders to streamline the process respites creation for cancer patients and their families
➢ Implemented property management to track property availability and amenities for a respite.
➢ Implemented Inventory tracking to keep track of entertainment tickets, t-shirts, books, and other items that FPS sends to their patients.

4. *Topaz Solutions || Turner Evaluations || Service Cloud*
   Morningside has sought to shorten and simplify the immigration application process by providing fast and high-quality evaluations. Morningside adapts to their clients' specific needs through tech.

❖ **Job Responsibilities**
➢ Configured customer community, email to case, web to case, reports and dashboards
➢ Created workflows, approval processes to facilitate the acceptance of customer for window/doors instalation evaluations outcomes
➢ Created   solutions to send the evaluation form reflecting the detailed specification sheets depending upon which model was selected and the respective parameters.

5. *Metacube Software || Sanyo USA || Custom Development*
   Sanyo USA is a leading manufacturer of audio video communications and information technology products for the consumer and professional markets.

❖ **Job Responsibilities**
➢ Conducted Design workshops with various stakeholders from business and sales teams for gathering requirements.
➢ Worked closely with various tracks to ensure consistency of requirements and setting right

expectations for the design.
- ➢ Prepared High Level design and technical design documents.
- ➢ Developed Proof of Concepts and design prototypes for requirement and design validation with the stakeholders.
- ➢ Worked on fitment analysis for categorization of all requirements according to complexity and implementation feasibility in Salesforce platform.
- ➢ Worked on gap analysis of requirements with upstream and downstream teams to ensure accuracy in designs.
- ➢ Conducted breakout sessions with other teams to resolve design conflicts and address concerns.
- ➢ Demonstrated out of the box Salesforce capabilities and proposed business process changes to take full advantage of Salesforce capabilities.
- ➢ Development of various functionalities using point and click capabilities and Force.com features.
- ➢ Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
- ➢

6. *Metacube Software || Confidential:* **HCM** *|| Product Development*
   It was a complete module of HR to be offered along with the core module of a product, its a proprietary product which combines core HR processes with internal company communications, transforming employee engagement and delivering great experiences along with the core offerings of product

Job Responsibilities

- ❖ Estimate time frames, quality, and quantity of resources required to successfully implement product
- ❖ Oversee appropriate resources assigned to complete project tasks according to plan; establish criteria concerning deliverability, performance, maintenance, design, and costs
- ❖ Conduct status checks with clients and team to assess progress against plan; perform re-forecast of project variables as necessary
- ❖ Act as liaison between company and client; able to coordinate internal and vendor technical teams
- ❖ Help research and develop documentation materials for education and training users; ensure documentation is technically accurate and conforms to company's style
- ❖ Assist with researching, designing, scheduling, and implementing education and training documentation projects; develop project plan for creating/updating courseware
- ❖ Following modules were created in this product
  - ➢ *Talent acquisition*
    - ■ `Bulk Resume Parsing Mass
    - ■ Requisition Management,
    - ■ Career site integration, Social media integration
    - ■ Candidate Management, Multi-Level Candidate Evaluation, Interview Feedback management,
    - ■ Notification Alerts via Mobile Notifications, Email & SMS integration
    - ■ Recruiting on Mobile: Interview scheduling, Candidate Search, Dashboard & Reports View, Interview Feedback Submission & Letter generations.
    - ■ Advanced Search engine, Boolean Search, Portal Integration,
    - ■ Vendor Management, Freelancer Login
    - ■ Contract management & E-signature
    - ■ Onboarding,
    - ■ Reports & Dashboards
    - ■ Task Management, Appointments Management, Activity Management
    - ■ Position, Candidate, Pipeline, Interview etc Tracking

- Job Applicants Management
- Appointments Management

> *Configurable User Rights*
> *People management*
> *Attendance and leave management*
> *Payroll, compensation and benefits*
> *Performance and talent management*
> *Workforce experience management*
> *HR and People analytics*