

Darshana Pawar

Business Analyst

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EXPERIENCE

Salesforce Business Analyst

Techila Global Services, Pune, Maharashtra

April 2017- June 2020

- Wrote and maintained technical and functional specifications to document database intentions and requirements.
- Developed team communications and information for client meetings.
- Resolved Critical problems, improved operations and provided exceptional client support.
- Analyzed data, files, records and other documents to obtain business information and key data informing responses to development requests.
- Mapped current business and operational processes and recommended areas for improvement.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
- Improved the existing functions to deliver the maximum output by applying various approval methods and auto approval rules in specific cases.

Salesforce Quality Assurance Engineer

Techila Global Services, Pune, Maharashtra

Oct 2016- June 2020

- Analysed the Business Requirements Document, created the test plan and prepared detailed test cases for new Functionality .
- Participated in the meetings, prepared reports and other supportive documentation to contribute
- to establishment of standards and procedures for software testing
- Preparing Test Summary and Test cases based on the Functionality of the product.

SKILLS

- Methodologies / Tools
- Agile, Waterfall
- Business Analyst
- Customer Relationship Management
- Documentation
- Team building
- Communications
- Process improvement
- Testing(manual + basic Automation (Test NG Selenium web driver)
- Expertise Salesforce Admin- Workflows, Process Builder, Email Alerts, Approval Process, Data Loader, Validation Rules, Formula Fields , S2S.

CERTIFICATIONS

- C Language
- Core Java Certification

- Check the status of every issue across each modules day to day and update the team lead on daily
- basic through emails and status trackers.
- Preparing Defect Report and assigning the defects to the developer.
- Performing sanity testing once the build is ready to test.
- Involved in Functional, Integration, and Regression Testing.
- Interacting with the developers to make sure that they have understood the issues and proactively.
- involved in a Defect review meeting.

Embedded Software Developer

Melux Control Gears Pvt Ltd, Pune Maharashtra

August 2010 - October 2013

- Worked closely with clients to establish problem specifications and system designs. Designed and developed LCD interfacing and analytical data structures.
- Maintained existing applications and designed and delivered new applications.
- Tested functional compliance of company products, including LEDs and RGB lighting tubes.
- Developed code fixes and enhancements for inclusion in future code releases and patches.
- Collaborated on all stages of systems development lifecycle, from requirements gathering to production releases.
- Built, tested and deployed scalable, highly available and modular software products.

EDUCATION

Bachelor of Engineering : Electronics, AISSMS IOIT, Pune

June 2010

PROJECTS

Project #1

Project : Star Autoco, Norway

Duration : October 2016 – October 2018

Environment : Force.com Platform.

Technology : Salesforce.com, Visual force, Integration with finn.no, Selenium, Java

Role : QA + BA

Description:

Client is a family owned car dealerships .Project built upon the Salesforce platform and modified to be exceptional in Automotive Customer Relationship Management, every element of the system is CRM ready and logical. Use the Traffic Log, Sales Ups, Deals, Vehicles Inventory and more to accurately track custom interactions with your business.

Responsibilities:

- Understanding the business functionality of the application.
- Analysing the Requirement and design documents & modules for scripts.
- Created bug reports & reported to the appropriate module developers.
- Tested cross checked calculation & UI with Mock up excel sheet and created its Test Cases.
- Created user guides for the user to understand the flow of the Process.
- Created help/technical document for the project.

Project #2

Project : LendingXL, USA

Duration : December 2016 to Sep 2018

Environment : Force.com Platform.

Technology : Salesforce.com, Visual force, Apex, Java

Role : QA

Description:

Project is a web-based, on-demand application. It is accessed through a standard web browser. It is fully integrated with Salesforce and allows you to manage banking incentives for Directing Funding,sales channel and

Introducers. It provides a comprehensive solution that transforms your Sales team & stability to manage, execute, and analyse Sales incentives for products and services across sales channels.

Responsibilities:

- Understanding the business functionality of the application.
- Analysing the Requirement and design documents & modules for scripts.
- Created bug reports & reported to the appropriate module developers.
- Executed the scripts and reported auto-created bugs report.
- Tested cross checked calculation and created its Test Cases
- Created user guides for the user to understand the flow of the Process.
- Created a help document for the project.

Project #3

Project : Gaming Company, London

Duration : Sept 2017- Sep 2018

Technology : Salesforce.com

Role : QA

Description:

Client is the world& leading end-to-end gaming company. It is listed on the New York Stock Exchange. Its holding company headquarters are in the United Kingdom, with operating headquarters in Rome, Italy; Las Vegas, Nevada; and Providence, Rhode Island. It attracts the industry's top talent, with more than 12,000 employees across the globe.

Responsibilities:

- Analysed the Business Requirements Document, created the test plan and prepared detailed test cases for new Functionality .
- Participated in the meetings, prepared reports and other supportive documentation to contribute to establishment of standards and procedures for software testing
- Preparing Test Summary and Test cases based on the Functionality of the product.
- Check the status of every issue across each module day to day and update the team lead on a daily basis through emails and status trackers.
- Preparing Defect Report and assigning the defects to the developer.
- Performing sanity testing once the build is ready to test.
- Involved in Functional, Integration, and Regression Testing.
- Interacting with the developers to make sure that they have understood

the issues and proactively involved in Defect review meetings.

Project #4

Project : Delhivery

Duration : Sept 2018- Sep 2019

Technology : Salesforce.com

Role : BA

Description:

It is the largest B2B & C2C Logistic Courier Service Provider in India.

Responsibilities:

- Interacting with the developers to make sure that they have understood.
- Preparing FD and PSD .
- Resolved Critical problems, improved operations and provided exceptional client support.