**Jaya Pala**

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**CAREER SNAPSHOT**

* IT Business Analyst around **9 years** of experience with **7.5 years** in **Salesforce**
* Excellent Analytical and Communication Skills
* Team Lead experience of 5 Years in an Agile SDLC Development/Testing Environment
* Valid Business Visa for United States of America

**KEY SKILLS**  
Leadership, People Management, Building Relationships, Project Management, Problem Solving, Motivating, Analyzing, Team Building, Customer Service, Training/Development, Coordinating, Creativity, Decision Making, Documentation.

**PLATFORM/TOOLS**

|  |  |  |
| --- | --- | --- |
| Salesforce Administration | S-Docs | Workday |
| Marketo | DocuSign | Service Now |
| Apttus (Basic) | EchoSign | VSTS |
| Data loader | Cirrus Insights | JIRA |
| Click Tools | Docu-vault | Dev Ops(Basic) |

**CERTIFICATIONS**



**S & P Global Hyderabad** Jan 17 – Present

**Manager – Salesforce Business System Analyst**

* Strategic planning and execution of Salesforce projects in the framework of agile methodology.
* Design, implement, and deliver complex business solutions in Salesforce by tracking technical delivery milestones, deliverable, risks, issues, changes and dependencies with the schedule.
* Be a part of thought Leadership team and focus on improving internal processes of Information Platforms department to make it more efficient and user friendly.
* Document all User stories with Implementation details, meeting notes, developer notes and testing notes.
* Mentor new team members, and conduct domain knowledge training sessions to bring them up to speed.
* Focused on improving internal processes of Business Systems Management Group to make it more efficient and user friendly.
* Involved in designing and delivering complex business solutions within Salesforce.
* Worked as a Release manager to ensure smooth transition of User Stories from Development to SFDC Production environment.
* Assisted new team members to share knowledge and bring them up to speed to have a powerful functioning team.
* Took on additional work within the Sprint to achieve higher team velocity
* Managed and delivered what is necessary for the project. Worked on the team’s tools and selected new tools as needed to execute the business strategy.
* Effectively communicated the technical design and strategy and processes in simplified business language for the program’s end users and stakeholders in both written and face-to-face situations
* Interacted daily with client`s business and technical staff to understand processes and key requirements, proactively work to resolve client issues
* Served as a Salesforce.com administrator (Day-to-Day user support) and maintained the integrity of the system.
* Established and managed a governance and change management model for Salesforce implementations and maintained the integrity, reliability and security of the system.
* Worked with Salesforce.com support to coordinate additional tasks.
* Served as a knowledge resource for Salesforce.com capabilities and best practices and worked closely with business partners to realize the full capabilities of Salesforce.com CRM
* Worked with a geographically distributed, multi-cultural and worldwide team.
* Prepared formal project documentation, including technical approach, specifications, requirements summaries, design and configurations.

**Big Works Solutions (Previous Tvarana Software Solutions)** Jan`14 – Dec `16

**Business Analyst**

* Acted as liaison between our clients and CRM manager in all areas of support and enhancements
* Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
* Supported the implementation from proposal to delivery.
* Build a trusting relationship with major project stakeholders and leads them to adoption of the best solution.
* Assisted in quality management reviews and ensured that all business and design requirements are met.
* Plays an active role in configuring the solution and supporting the technical team for any custom development required.
* Effectively identified and communicated opportunities for extended services to management
* Ensure issues are identified, tracked, reported on and resolved in a timely manner.
* Prepared and presented user manual and training documentations and conducted users and administrators training session as needed.

**CURA Technologies** Oct`12 – May`13

**Business Analyst**

* Interacting with clients to elicit the requirements and translate them into terms that development team can comprehend
* Perform GAP analysis of the existing functionality of the Product and provide & implemented relevant solutions
* Conduct JAD sessions with the technical team and explain the requirements
* Documentation of Functional Specifications, Release Notes, User Guides
* Wireframes/Prototype creation for clients to visualize end product and suggest required enhancements
* Prepared the weekly status report for the project to present it to the management
* Cultivated better understanding of development side among testing team, organizing training sessions in which developers presented information on basis of programming and databases
* Input or upload of test scenarios/cases into a selected testing tool or other support tools
* Designed & developed Test Scenario/Test Cases/Test steps for various Business Services/methods
* Identify Deviations between system’s behavior and BSD; create defect for tracking purpose on defect tracking tool, JIRA

**Ocimum Biosolution** Jan`11 - June`12 **Business Analyst**

* Manage the overall CRM enhancement strategy through effectively evaluating and implementing functionality to meet and exceed end-user requirements.
* Implement solutions that are cost effective and maintainable.
* Actively manage enhancement process including but not limited to closely interacting with business owners and Salesforce.com department resources through entire enhancement process.
* Communicate with end-users via Video, Email, or in a group setting or one-on-one to respond to specific requests, address system issues or provide insight into system functionality.
* Educate business owners on the benefits of Salesforce.com and how Salesforce.com could address business needs or improve business processes.
* Project Management of Partner Relationship Management (PRM), and Chatter rollout and adoption.
* Hands on configuration / customization of the Salesforce product

**Techno soft, Delaware USA** Oct`07 – Sept`10

* Providing and recommending alternative methods of implementation or presentation to best meet the business client’ needs, and to provide user-friendly solutions.
* Documenting, following up and resolving issues related to each assigned project.
* Status review and reporting
* Providing software development support including responding to operational issues, testing preparation, and hands-on testing.
* Demonstrate a high level of working knowledge with IS methodologies and processes (i.e. Project Life Cycle, System Development Life Cycle and IS Change Management process).
* Gather detailed requirements that completely define the project.
* Document and update requirements; prepare and distribute RFPs and evaluate responses.
* Create high-level models and user prototype interfaces to identify and validate business processes and solutions when appropriate.
* Communicate requirements with minimal direction and guidance. Act as the liaison between the business experts and the project team members.
* Facilitate business/functional requirement reviews, approvals, and sign-off sessions.
* Identify solutions to the development and technical team based on approved business and functional requirements.
* Participate in technical requirements and design sessions.
* Provide functional support for existing and future business processes on the Salesforce.com and PRM platforms that support our Sales and Partner organizations
* Collaborate with the team to assess the cross functional impacts of business decisions across the Salesforce platform and provide input on IT processes and procedures affecting the team

**Internship: Inside Sale Representative**

**VWR International, Washington DC** Dec`06- July`07

* Worked with a Sales Representatives Intern at the Georgetown University campus and National Institute of Health Sciences (NIH) campus.
* My work responsibilities included to periodic visits to key contacts within most important assigned accounts to enhance VWR/Customer relationships.
* Identify profitable new sales opportunities with existing customers.
* Direct selling to researchers in Govt., semi Govt. and Pvt. Industry.