



VIRAL SODHA | SAFe | PMP | CSM | ITIL | MBA

USA | 703.559.5462 | viralsodha@gmail.com

SUMMARY

15+ experience years in IT, across multiple industries including federal government (Public Trust Clearance), telecommunications, financial services, insurance, and energy. I currently work in **Cloud Center of Excellence, SaaS and PaaS program implementation**, specifically in Salesforce.com, ServiceNow, UiPath, among others.

My experience includes working as a program manager, project manager, scrum master, **lead business analyst**, and developer. I have worked on different technologies, including Customer Relationship Management (CRM - Salesforce.com, Microsoft Dynamics 365, & Siebel), COTS ERP, & Legacy Mainframes systems. I also bring solid presales experience including responding to RFIs, RFPs, and presales demos.

Tool & Package: Dynamics 365, Salesforce, ServiceNow, UiPath, Siebel, MS Office, MS SharePoint, Rally, MS Project, MS Visio, SPSS, Enterprise Architect (UML), Rally, TOAD, HP Quality Center (Test Director), HP UFT (QTP), Selenium, Eclipse for Salesforce.com, LoadRunner. Over 10+ years of experience in **Salesforce.com CRM platform** (Business Analyst / Administrator) using Visual force, Apex classes, Custom objects, custom fields, Visual Force Pages, Data Loader, Reports and Dashboards, workflow and approvals, other configuration and customization projects

Methodologies:

- In depth knowledge and experience in all the phases of the **Project Life Cycle (PLC)**, Product Life Cycle Management (PLM), **Application Lifecycle Management (ALM)**, and **SDLC** methodologies such as CMMI (Waterfall), **Agile**, **Scrum**, **RUP**, **IIBA (International Institute of Business Analysts)** & **PMP (Project Management Professional)**, **ISTQB (International Software Testing Qualifications Board)** methodologies
- Highly skilled in facilitating **JAD, CRP, requirements workshops** and brainstorming sessions with SME (Subject Matter Experts), business & technical teams for identifying, eliciting, and documenting business requirements and communicating it to the project team in a **cross functional**, distributed work environment.
- Proficient in **Application Rationalization** Analysis, build-buy & cost benefit Analysis, creating **Wire Frame** screen designs, developing **Use Cases**, workflow /process mapping diagrams such as State Diagrams, Activity / **Swim-lane Diagrams**, **Sequence Diagrams** with **UML** using **MS Visio & Enterprise Architect**
- Highly experienced in creating **test plans**, writing **test scenarios** and **test cases**, **test execution** (manual and **automation**), unit testing, integration testing, **User Acceptance Testing (UAT)**, **functional** and **non-functional** testing, User Interface (UI) Testing, **black box** testing, **white box** testing, performing **smoke and comfort tests**, **defect catalog** creation and **defect reporting**, **business process testing**, and **ISTQB** software quality assurance methodologies (**Six Sigma**, **DMAIC** etc.)
- Experienced in handling the **Change Management Requests** and communicating the need for building customizations in Web based and ERP applications to the end users and client

Functional: **UML**, **Business Requirements Document (BRDs / FSDs)**, **User Stories**, **non-functional** specifications (**NFR**), technical specifications, **gap analysis**, **User Manual** and User Productivity Kit, **Application Implementation** Methodology, **Functional Test Cases & testing**, **Regression Testing**, **Integration Testing**, **User Acceptance Testing**, **Performance Testing**, **Smoke & Sanity Testing**, **Exploratory Testing**, **Project Plan & Project Charter**, **AS-IS and TO-BE** process documentation & **Business Process Re-engineering (BPR)** exercises

Technical: **SQL**, **Apex**, **Oracle / DB2**, **OOPs** concepts, **REST / SOAP Services (APIs)**, **XML**, **HTML**, **Data Warehousing**, **MS SQL Server**, **MS Access**, **SOQL**, **Apex**, **Visual Force**



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EXPERIENCE

US Department of Agriculture

Contractor, Lead Business Analyst

(Oct 2014 - Present)

Key Responsibilities

- Gathered, elicited, and documented the business requirements (BRD) and user stories, functional requirements (FRS), and system requirements (SRS) through JAD and requirement gathering sessions.
- Performed Gap Analysis and data base mapping exercises to enable IT team to automatically prepopulate the online order-forms directly from database information captured earlier in the quoting process, thus eliminating the manual input
- Work closely with business owners, end users , and system teams for requirements gathering and functional testing
- Contractual reporting and status completion including ensuring sub-contractor progress and reporting, as well as reporting forward to USDA COR (contracting office representative)
- Created test plans, test cases & test scripts (HP Quality Center and HP UFT / QTP automation testing tools)
- Created test scripts using the record/play functionality of HP UFT / QTP tool and executed test scripts to perform automated testing of the functionality
- Provided clear plan, hands-holding and support after rollout and implementation to support the end users and IT teams to handover the automation project and related applications
- Created User Productivity Kits, User Manuals, and Training guides and handouts to train the users on the new automation system as well as conduct demo sessions for quick and easy release and adoption by end users. Measured, tracked and communicated on user adoption and other release metrics (efficiency gains, cycle time reduction on processed orders etc.) to senior management to help them drive the business benefits through end-user adoption and top-down compliance and change management
- Worked with the functional and technical teams to triage the defects and ensure that the changes are migrated into production correctly.

Salesforce Applications Completed:

- PPMP Tool: Service Cloud, Mulesoft, DocuSign CLM and eSignatures, Community Cloud, Mobile
- Customer Service Portal: Salesforce Service Cloud, Community Cloud, Lightning, Mobile
- Complaints Management Application: Salesforce Sales Cloud, Service Cloud, Community Cloud, Lightning
- Commodity Imports Database: Force Platform, RPost Integration, Customer Community, Lightning, Mobile
- Executive Briefing Book: Force.com, Lightning, community cloud, integrations
- Inspections Management: Service Cloud, Lightning, Community Cloud, FSL, Scheduler, Integrations
- Others: Sales Cloud, Service Cloud, Community Cloud, Mulesoft, Lightning, AppExchange Apps

Level 3 Communications Lead BA & Senior Data Scientist Colorado, US (Jun 2013 – Jul 2014)

- Analyzed and documented the AS-IS and TO-BE quote-to-order business process for North American operations, for a process automation (using Selenium and HP QTP) between Salesforce, Siebel, and Legacy systems. The business impact was amounting to accelerated revenue of \$500,000 per month and creating a 12-day (80%) efficiency gain by converting the completely manual quote-to-order process to a straight-through automation process
- Performed data mining and analytics using SQL scripting in Toad (Oracle), MS SQL Server, Sybase, and excel (MegaSTAT), to gather the business process data from multiple applications, systems, and databases, structure and



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combine the data to create meaningful logical data sets, analyzed data to derive business case and opportunity (financial NPV from the project, efficiency gain, cycle time reduction etc.), and reported on the findings through executive PowerPoint presentations and stakeholder road shows.

- Created project charter, project plan and delivery schedule, resource plan, work breakdown structure (WBS), and Milestone communication and presentations to fulfill Project Manager responsibilities
- Performed Gap Analysis between automation application fields and XML / WSDL for the automation application to consume the REST / SOAP web services exposed by IT applications to ensure smooth flow of data between systems (Salesforce and Legacy as source systems, Siebel was Target System using Tibco)

Encana Oil & Gas Inc. Lead Business Analyst & Project Manager Colorado, US (May 2012 – Aug 2012)

- Responsible for *SalesForce.com* CRM business analysis and administration, including custom objects and custom fields addition, Visual Force page creation and page layout customization, page layout assignment based on profiles, custom links creation, data load using data loader, and workflow and approvals
- Conducted thorough quantitative and qualitative analysis, using Quantitative Methods and Decision Modeling techniques, including company culture analysis, business process analysis, and systems and technology analysis to achieve a 1-5% accuracy on a \$60 million OPEX budget
- Gathered requirements through stakeholder interviews and exploratory workshops, and performed analysis on the information gathered, to evaluate and implement business process modifications to reduce the process time between *Legacy systems* and *MS SharePoint* Development by 75%
- Developed business requirements document (BRD), gap analysis document, and functional specifications for the information reporting, using Salesforce Reports & Dashboards
- Responsible for leading executive presentations to senior management, on presales and new proposals, project status reporting using data analytics, for IT products and IT services programs
- Developed Wireframes and Mockups using Visio
- Conducted thorough quantitative and qualitative analysis including company culture analysis, business process analysis, and systems and technology analysis to achieve a 1-5% accuracy on a \$60 million OPEX budget
- Developed the Project Charter and project plan (using MS Project) to ensure project was planned, provisioned, tracked, and delivered by all times for expected timelines and deliverables
- Documented business requirements in the BRD (Business Requirements Document) comprising AS-IS and TO-BE analysis
- Used MS Sharepoint for maintaining the repository of requirements document in the documents library for traceability and effective version control.
- Responsible for **business analysis and PM** including developing the IT Strategy, Project Charter and Project Plan (using MS Project) and other documents recommended in PMI PMP, to ensure project was planned, provisioned, tracked, and delivered by all times for expected timelines and deliverables

Daily Objects Lead Business Analyst & Consultant (Oct 2010 – May 2012)

- Performed business process analysis and implemented a business process re-design (BPR) to reduce the customer order fulfillment time by 50%
- Performed customer needs & competitive analysis to make significant contributions to design & development of the web portal
- Managed project in every stage of SDLC from planning to business requirements to implementation & rollout

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- Created artifacts like Business Glossary and Data Dictionary to facilitate other teams in understanding client business and existing processes involved
- Developed a business process model representing the as-Is and future processes (To-Be) in UML
- Contributed to website User Interface Design using principles of Usability and Human Computer Interaction (HCI)

Mastek Ltd	Sr. Business Analyst	(Jun 2008 – Aug 2012)
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- Developed a *design thinking*-based requirement gap analysis methodology that reduced the sign-off time by 30%
- Wrote test cases and test scripts, and performed comfort functional testing to ensure delivery of correct functionality
- Developed a Stakeholder Management Model & System Use Cases to identify, design, & visualize system requirements
- Developed a Risk Management Catalog to identify, address and mitigate IT product implementation risks
- Facilitated CRP workshops and stakeholder interviews to identify, validate, and finalize business requirements as well as technical solutions and workarounds
- Led end-to-end requirements planning, requirements gathering, analysis, documentation and communication for New Business (NB), Policy Servicing (PS), Payments and Compensation, and Enterprise Distribution Management (EDM) modules for the client engagement
- Developed pre-sales proposals & presentations in response to RFP (Request for Proposal) & RFI (Request for Information)
- Created requirements documentation (AS-IS and TO-BE) using UML Modeling, especially use cases, activity diagrams, and sequence diagrams for requirements definition, visualization, and elicitation as well as for performing requirements and gap analysis

Capgemini	Software Engineer/Developer	(Jul 2005 – May 2008)
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- Led a team of 6 engineers for Fidelity Investments to deliver a Proof Of Concept (POC) to eliminate the interval of 2 days processing time on account statement requests, enabling the client's users to have immediate access to account information
- Analyzed business requirements for a Human Resource (HR) application to enable a 'fact-based' performance appraisal, using custom developed incident tracking system
- Performed software Quality Assurance and manual testing for legacy and web applications
- Gathered requirements and gap analysis for automation testing using tools like Selenium.
- Define and initiate projects, and assign resources to manage, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the program.
- Maintained a requirement traceability matrix (RTM) to track open requirements.
- Ensured co-ordination with offshore and on-site resources.
- Present periodic Dashboard reports on the current program, future opportunities and client issues.
- Performed several project management duties including project planning, project charter creation, scheduling, stakeholder communication, risk management and mitigation, team resource planning and work breakdown structure (WBS), as well as project kickoffs and closures
- Demonstrated excellent proficiency across legacy systems and environment including IBM Mainframes, COBOL, JCL (Batch Jobs), VSAM, CICS (Online real time environment), DB2, SQL



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EDUCATION

MBA University of Colorado, Boulder Boulder, CO, US

- GPA 3.9/4
- 2nd Rank and distinction | Dean's list (2 years)
- Alpha Beta Gamma Honors Society Inductee
- Winner of MBA Student Excellence Award

Bachelor of Engineering Mumbai, India

- 2nd Rank and distinction achievement
- Winner of 3rd Prize for "Best Engineering Project"

PROFESSIONAL CERTIFICATIONS

Certifications

- Microsoft Dynamics CRM 2016 Sales Specialist
- Microsoft Dynamics CRM 2016 Presales Specialist
- SAFe Advanced Scrum Master (SASM)
- PMP (PMI Project Management Professional)
- PMI ACP (Agile Certified Practitioner)
- ITIL Foundation (v3-2011), ITSM (IT Service Management)
- Certified Scrum Master
- Certified Product Owner
- Microsoft Certified Practitioner: Managing Microsoft Dynamics Implementations
- Fellowship of Solution Designers and Business Analysts, Solution Architecture Program – Design School Graduate (Design Thinking)

Training

- **Salesforce** Trailhead **Ranger Rank** – 100+ badges
- Salesforce Administrator ADM-201 training
- Scaled Agile **SAFe Advanced Scrum Master**
- **PMP** Project Management Course - PMI Mile High Chapter
- **UiPATH Solutions Architect**
- **ServiceNow** ITSM, ITBM, ITOM, SAM, GRC, HRSD accreditations
- Managing **Microsoft Dynamics CRM Online** Projects & Implementation