##### EXPERIENCE SUMMARY

* Having total 15+ years of experience in handling multi projects for multi clouds
* A senior Business Analyst with 7 years of rich experience in Salesforce, Business Analysis, Consulting and System Analysis.
* Successfully executed projects in Salesforce, Gainsight, Clicktools and Qualtrics.
* Well versed in creating enterprise solutions of the entire customer lifecycle within the Salesforce.com ecosystem. Excel at supporting critical business applications, including Salesforce.com, by managing proactive and reactive projects within the organization to ensure the stability of the applications. Notable projects span across the Salesforce product suite including Sales Cloud,, Service Cloud and Communities.
* Provide guidance on functional solution architecture & design, application and integration development best practices, enterprise architecture standards, environment management, testing, and Force.com platform education.
* Troubleshoot key customer implementation issues and demonstrate ability to drive to successful resolution. Lead the evaluation of business and technical requirements from a senior level.
* Review and correct project/program direction, approach and key artifacts to keep programs on track and solutions extendable and maintainable going forward.
* Identification and pro-active management of risk areas and commitment to seeing an issue through to complete resolution.
* Manage customer expectations and negotiate solutions to complex problems with both the customer and third-party partners.
* Build relationships with business partners, internal and external, and contributing to broader goals and growth beyond the scope of a single customer engagement. Play the role of liaison between business stakeholders and technical experts.
* Contribute to the growth of the Services practice by identifying and leading internal strategic initiatives to grow the consulting practice, leveraging junior teammates to achieve individual as well as team growth; serving as an active contributor to the practice knowledge and resource base; mentor, educate, and enrich technical and non-technical salesforce.com, customer and partner colleagues.
* Areas of Expertise: Salesforce, Clicktools, Gainsight, ServiceNow
* Managing change request using Change Management Process

##### TECHNICAL SKILLS

|  |  |
| --- | --- |
| **Elicitation Techniques** | Story boarding, Interviews, Requirements Workshops, Focus Groups, Observation, Surveys, etc. |
| **Documentation Techniques** | Prototyping, Use Cases, User Stories, process modelling, mind maps, etc. |
| **BA Tools** | MS Office, MS Visio, BizAgi, Star UML, Sharepoint, Team, JIRA, Balsamiq, eDraw, Trello, etc. |
| **Methodology** | Agile (SCRUM), Iterative software development, Waterfall. |

##### PROJECT EXPERIENCE

**Senior Salesforce Business Analyst**

**Techila Global Services · Full-time Nov 2021 till Present**

**Location: Pune (Remote)**

* Collaborate with stakeholders to gather and document business requirements for Salesforce projects, including new feature implementations, system enhancements, and integration initiatives.
* Analyze and translate business needs into technical specifications and solutions by configuring Salesforce objects, workflows, validation rules, custom fields, and page layouts.
* Conduct thorough testing and coordinate user acceptance testing (UAT) to ensure the successful implementation of Salesforce changes and updates.
* Create detailed reports and dashboards using Salesforce reporting tools to provide actionable insights to sales, marketing, and customer service teams.
* Assist in data migration activities and ensure data integrity and accuracy during the migration process.
* Provide end-user training and support to increase Salesforce adoption and user proficiency.
* Managed and successfully delivered Salesforce projects to clients.
* requirement and plan the capacity.
* Worked towards preparation of requirements management plan and business requirement
* documents.
* Assisted in designing and creation of training material and conducted internal training sessions for
* business users on Salesforce technology functionalities.
* Member of change control board to discuss the new projects, enhancement and change requests
* with product owners for approvals.
* Requirement and plan the capacity.
* Worked towards preparation of requirements management plan and business requirement
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Conduct UAT with the business users and signoff the release document before the deployment.
* Member of change control board to discuss the new projects, enhancement and change requests with product owners for approvals.

**Skills:**

* Proficient in Salesforce administration, configuration, and customization.
* Salesforce B2B Commerce Cloud, Sales Cloud, CPQ, Gainsight, FSL
* Strong understanding of business processes and experience in process mapping and optimization.
* Excellent analytical and problem-solving skills.
* Ability to effectively communicate technical information to non-technical stakeholders.
* Familiarity with data analysis and reporting tools.
* Strong teamwork and collaboration skills.

**References:**

Available upon request.

**Career break for Own Startup- Blue Organic Biofloc Farm Dec 2018 to Nov 2021**

**Business Analyst (Software Specialist) Feb 2014 to Dec 2018**

**PTC Software**

**Location: Pune (Onsite)**

* Planned and conducted meetings with the business to collect requirements.
* Conducted scrum call with the development team to give them the visibility of the business requirement and plan the capacity.
* Worked towards preparation of requirements management plan and business requirement documents.
* Communicate with internal colleagues to understand the needs of departments and the
* organization as a whole
* Work with external stakeholders to understand and investigate feedback into the
* service/function/product provided;
* Use data modelling practices to analyze your findings and create suggestions for strategic and
* operational improvements and changes;
* Consider the opportunities and potential risks attached to the suggestions you have made;
* Gain agreement, usually from senior management, of the best method of introducing your recommendations to the business.
* Produce written documentation to support your work, report on your findings and to present to stakeholders when necessary.
* Support the teams in making the recommended changes, including helping to resolve any issues and providing them trainings.
* Requirement Modelling Hands On experience: Process Models, Use case diagram, Activity diagram, State Transition diagram, UI Mock Ups, ER Diagram.
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Member of change control board to discuss the new projects, enhancement and change requests with product owners for approvals.
* Communication to Tech Support department with new release of Salesforce.
* Serve as a Trusted Advisor, drive conversations with our customer’s Stakeholders armed with best practices for enterprise architecture functions such as Security, Performance, Requirements Analysis and Application Governance.
* Advice and mentor diverse teams in technical and functional delivery aspects at a program level.
* Troubleshoot key customer implementation issues and demonstrate ability to drive to successful resolution. Lead the evaluation of business and technical requirements from a senior level.
* Review and correct project/program direction, approach and key artifacts to keep programs on track and solutions extendable and maintainable going forward.
* Identification and pro-active management of risk areas and commitment to seeing an issue through to complete resolution.
* Manage customer expectations and negotiate solutions to complex problems with both the customer and third-party partners.
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* Familiarity with data analysis and reporting tools.
* Strong teamwork and collaboration skills.

**References:**

Available upon request.

**Salesforce Administrator** **May’12– Feb’14**

**PTC Software**

**Location: Pune (Onsite)**

**Responsibilities:**

* Created new custom objects, fields, designed page layouts, custom tabs.
* Operating as primary system administrator and application configuration expert and the related integrations and technologies.
* Working with external vendors, the internal Salesforce support team, business stakeholders, and IT management to design and develop strong relationships with user groups to support user adoption, ensure proper use of SalesForce and productive growth and change around the application and corresponding business processes.
* Diagnosing and proposing resolution for Salesforce.com issues that include configurations and customizations, integrations, data loads, security access, workflows and triggers, reports and dashboards.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business
* Configured workflows, document templates, record types, & data fields.
* Implemented & maintained reports and dashboards.
* Managed multiple sandbox environments.
* Creating queues, new products, queue mapping, releases, datecodes, creating reports.
* Also triaging with Unified List Of Skills (ULOS) team.
* Also was a part of team to successfully migrate from existing CRM to Salesforce for entire Tech Support department.
* Testing new functionality in Test and Dev environment before implementing in PROD
* Deployment of change set from TEST, DEV, PROD
* Handling data loading tasks. 10Approve licenses for new TS profiles

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**Web Account Admin & Technical Support Administrator Nov’05–May’12**

**PTC Software**

**Location: Pune (Onsite)**

**Responsibilities:**

* Handling escalation for red accounts and major customers and provide them a proper feedback
* Creating cases for technical support team
* Monitoring default queues and inform the respective queue members to assign the cases
* Coordinate onsite trainings for prospective customers using the resources from TS and subscribe them from training courses
* Maintain weekly/monthly statistics of administrative activity and run TSA report
* Preparation of the performance reports.
* Processing Web account related queries, account lock, password reset, upgrade, maintenance
* Schedule workforce, Track and report schedules, and ensure adherence
* Maximize efficient utilization of resources on a daily & weekly basis in the most cost effective way i.e. holidays, break planning. If need be modify staffing effectively for the day and week based on actual arrival patterns, ensuring sufficient coverage at all times to deliver contractual requirements consistently
* Analyzing trends process & team wise. Setup and schedule periodic reports