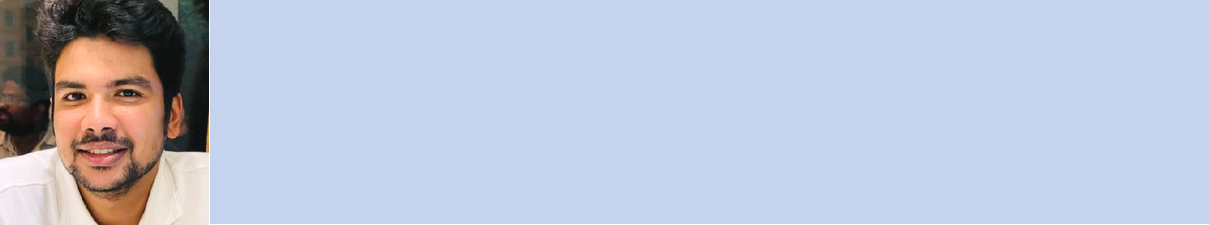
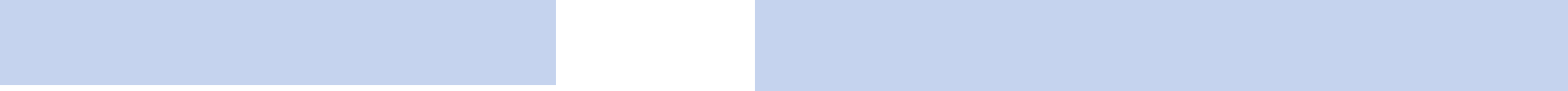
** AJAY A NAIR**

TECHNO FUNCTIONAL BUSINESS ANALYST

**E X E C U T I V E S U M M A R Y :**

A budding professional with great enthusiasm, a dynamic personality, good leadership skills and team spirit seeking for a Business Analyst role wherein the individual thrives on challenges and where the skills and abilities will be nurtured to achieve the organization's goal.



SKILLS & EXPERTISE:

* Salesforce
* Business Analysis, Requirement Analysis
* Project Tools - Jira, Confluence, Bitbucket,  
  Azure DevOps
* Framework: SAFe, Scrum
* Release Management - Gitlab, ServiceNow
* Data Visualization - XML, MS-Excel
* Process Mapping – Lucid Chart



CONTACT & PERSONAL INFORMATION:

* Phone: +91-8892348892
* Email: ajaynair1432@gmail.com
* Date of Birth: 18.10.1997
* Current Location: Hyderabad



ACADEMIC HISTORY:

**MASTER OF BUSINESS ADMINISTRATION (MBA)**

**OSMANIA UNIVERSITY**

Graduated in MBA specialized in Finance, Operations and Project Management - First Class and Distinction

**Bachelor of Technology - CIVIL ENGINEERING**

**JAWAHAR LAL NEHRU TECHONOLOGICAL UNIVERSITY**

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   CERTIFICATIONS:

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• Salesforce Certified Administrator  
• Salesforce Certified Service Cloud Consultant  
• Salesforce Certified Experience Cloud Consultant  
• Accenture Certified Full Stack Automation Engineer  
• CertiProf Professional Scrum Foundation Certified

KEY PROJECT ACHIEVEMENTS:  
• Contributed for 30 % increased user Adoption in Salesforce and implemented Einstein AI for users.

• Implemented Salesforce CRM, boosting efficiency of CSRs by 25% and automated tasks leading to 25 % SLA improvements and increased revenue.

CAREER SUMMARY:

**Designation: Package App Development Analyst**

**Role: Salesforce Business Analyst**

**Accenture - Hyderabad | 2021 March 26th - Till Date**Duties & responsibilities:• **Requirements Analysis**: Conducted requirements gathering sessions to elicit, define and document detailed business and technical requirement using Mural and JIRA

• **Process Design**: Created user stories and to-be process flows to support the design and development of Salesforce solutions as BRD and FSD documentations and estimation of Product backlog items using JIRA planning poker .

• **Solution Design**: Worked closely with the Solution Architect or Technical Architect to explain the requirements and ensure the design meets all the identified requirements to the clients

• **Solution Configuration**: Worked on Reports and Dashboards, Flows, Data loader

• **Quality Assurance**: Prepared and executed UAT scripts, tracked QA and UAT process from beginning to end and collaborated with business users for UAT.

• **End User** **Training**: prepare end user training materials customized for each project, deliver training to client trainers and/or end users.

• **Change Management**: Identified and document business processes Developed guidance to prepare workforce for upcoming production release and monitored the user adoption and scalability.

**Designation: Techno Functional Business Analyst**

**Role: Salesforce Business Analyst**

**BSIT Software Services Pvt. Ltd - Hyderabad | 2019 July 04th - 2021 March 25th.**Duties & responsibilities:

* Worked on Salesforce Data Security Model to ensure data privacy, Functional user stories and gave demonstrations in witness testing sessions.

• Created User stories for sprints and UAT Scripts for

UAT testing and provided knowledge transfer to users.

* Involved in gathering customer requirements from business user teams spread over the Service cloud, and actively owned and tracked Problem Tickets - RCA and resolution.
* Configured Certificate and Key Management - SSO for all the production and lower orgs from scratch and worked on Salesforce configuration, Validation rules, Workflows, Reports & Dashboards.  
  • Provided deployment support for Production releases.