Shalini Singh

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(+91) 8594970873

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| Professional Profile | | |
| * Having 4+ yrs. of Experience as Business Analyst II, development and process solution. * Salesforce 3x Certificate Expert. * Copado certified Administrator * Extensively worked on, Salesforce CRM Administrator, Service and Sales cloud * Have been playing Release manager role for all sprint releases. * Excellent facilitation skills in conducting walkthroughs, interviews, KT, Functional Development and Deployment. | | |
| Skills: | | |
| Salesforce Skills  Autorabit  COPADO  Business Analysis  VSTS  MS Tools  JIRA  Service Now  Analytics Skills  Communication | | |
| Relevant Work Experience | | |
| December 3rd – Till Date |  | **S&P Global**  *Business Analyst II – Hyderabad, India*   * Understanding user stories assigned and working on it. * Attending daily stand up and grooming process. * Train new hires on process and salesforce process. * Maintaining documents on user stories. * Handling release process and components using AutoRABIT, Changesets, and COPADO. * Worked on debugging major bug related tasks. * Used data loader and workbench for the same. * Worked on Salesforce sales cloud, service cloud, knowledge article, communities, process builder, validation rules, workflows, user management. * Given knowledge transfer on familiar issues and resolutions. * Active part of support team in order to keep SLA. |
| June 20th 2016– November 30th 2018 |  | **INFOSYS Limited**  *Senior Systems Engineer- Hyderabad, India*   * Worked as a salesforce developer for 2.5years. * Have contributed to the two major projects and also worked as Release manager for the complete project release. * Have worked on tools like JIRA, Change Sets, Autorabit, bit bucket, Eclipse, Force.- com IDE. * Experienced in design of Visualforce Pages, Apex classes, Controllers & Triggers, designing Custom objects, Custom fields, Page layouts, Custom tabs, Custom reports and various other components as per the client and application requirements. |
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| Education | | |
| 2012 – 2016 |  | National Institute of Science & Technology(NIST)  *Computer Science & Engineering* |
| 2000 - 2011 |  | D.A.V. Kapildev Public School Kadru, Ranchi |

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| Certifications: Image result for salesforce admin logo Image result for salesforce advance admin logo Leadership Activities and Awards | | | | |
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| 2018 – 2020 | |  | Won 2 times SPOT award for my outstanding performance at S&P global. | |
| 2016 – 2018 | |  | Won INSTA Award at INFOSYS for exceptional performance in the project. | |
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I hereby declare that the information furnished above is true to the best of my knowledge

Shalini Singh

Place: Hyderabad

Date-02/11/2020