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.
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| 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.
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| 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