SOWSTIKA SARKAR
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Objective:

Salesforce Business Analyst with 5+ years of experience in the design, configuration, and implementation of Salesforce solutions. Possesses demonstrable ability to translate complex business requirements into functional designs, deliverables, and project plans.

Professional Summary:

- Experience in gathering and analyzing business requirements, processes and creating specification documents i.e., BRD,FRD
- Experience working on Agile Methodology with full software development life cycle including Requirement Elicitation, Analysis, Development and Testing per the Software Development Life Cycle (Release Management).
- Interacting with stakeholders and facilitated communication between US team and IT Department.
- Understanding of various SDLC methodologies Waterfall Model and Agile with hands on experience in all of them.
- Creating Mock-Ups and translating complex business needs into clear and concise BusinessRequirement Document (BRD).
- Prioritizing to work according to client needs, questionnaire sessions scheduled for the project with client
- Creating user stories on Jira along with proper workflows and wire frames.
- Breakdown the requirement plan into sprints and then tasks. Create the sprint wise tasks into Jira including details.
- Understanding the technical side of the project from Developers and providing grooming sessions to them. Defining the project scope and assist in the overall project planning.
- Prepare project estimation with the technical and QC teams by using story points as applicable for the project or for the particular requirement.
- Sprint wise release planning and finalizing the project deliverables with the teams. Setup the priorities for each task.
- Setup standup meetings with the teams, coordinate with them for smooth functioning and resolve the obstacles, dependencies or assistance, training requirements.
- Working on Agile Ceremonies- Sprint Planning, Daily Scrum, Sprint Review, Sprint Planning, and Sprint Retrospective.
- In continuous communication with client for any change request, feedback, new requirement or any specific issues.
- Track the project performance and quality of the delivery. Demonstration of the phase wise deliverable to external stakeholders and document the feedback and user reviews.
- Planning and tracking the releases and deliveries.

PROFESSIONAL WORK EXPERIENCE:

Cube84, Pune (Dec-2021 to Dec-2023)

Project Duration – December 2021 – December 2023
Role – Salesforce Business Analyst

- Drafting of high level document BRD, prepare FSD and estimate high level efforts.
- Create tasks in Jira and assign it to Developers.
- Worked on ticket analysis for future roadmap and created that in requirement to reduce tickets.

- Raise change request for requirement for business on Service Central.
- Knowledge transfer with other team members

    o In coordination with the stakeholders for understanding the overall requirement of the project, priorities andwhen they are expecting the project to be delivered.
    o Writing down the requirement, high end analysis, and questionnaire document, creating BRD Document,wireframes setting up the priorities and breaking the priority tasks into sprint.
    o Using Salesforce to keep track of the affected clients and process their funding request.
    o Running the entire project using agile methodologies.
    o Sprint Planning and taking estimations with the technical and QC team.
    o Created tasks, story, and epic in Jira. Attached the required documents to the task to understand therequirement scope, functionality and expected outcome.
    o Tracking Jira and ensuring timely delivery of task, any reopen issues.
    o Detailed testing before releasing any task and creating test cases for any issue on UAT.
    o Prepare the functional release note, weekly status reports, and interdependency document with otherdelivery channel.

Cognizant Technology Solutions (January 2018 to December 2021)

Project Duration – January 2018 – December 2021
Role – Salesforce Administrator

1. Hands on experience into basic configuration concepts from scratch for new orgs.
2. Managing access to Salesforce platform including provisioning new users, troubleshooting access issues and monitoring license usage.
3. Ability to manage single handedly for issues related to Roles, Profiles, and Permission.
4. Good understanding for Public Groups and Org-Wide Defaults.
5. Advanced knowledge on Custom Objects, Fields, Page Layouts, and Record Types.
6. Thorough understanding about Assignment Rules and Formulas.
7. Expert in creating Reports and Dashboards, Installed Packages, Sharing Rules.
8. Expert knowledge into Data Validation rules, Custom Workflows, Flows
9. Good hands on understanding of Dynamic Layouts, Approval Process, Custom Settings.
10. Have provided end-User training and creating training materials and leading a team of 15 members.
11. Owning data quality including monitoring duplicates, managing duplicate rules and educating users on Salesforce best practices around data entry
12. Proactively identifying opportunities for improving the efficiency and quality of the Salesforce Org and its documentation
13. Managing Sandbox allocation and usage
14. Answering Salesforce questions from internal users
15. Documenting user feature requests and feedback
16. Supporting the development, testing and deployment of Salesforce improvements from the backlog
17. Experience into Data cleanup and management.
18. Basic configuration setup of **CPQ and Approval Process** knowledge while working simultaneously for the existing project.

Certification:

Certified Salesforce Administrator (ADM 201)

Certified Advanced Salesforce Adminstrator (ADM 211)

Salesforce Certified Platform App Builder

March 2018 -	End Date
March 2018 -	End Date
March 2019 -	End Date

Education Qualification:

Field Of Study	School	Location	Date
Secondary School	Assembly of God Church School	Asansol, West Bengal	March 2009 - April 2010
Higher Secondary School	St. Vincent's High and Technical School	Asansol, West Bengal	March 2011 - April 2012
College	BMCC, Pune	Pune	April 2012- March 2015
College	MIT College	Pune	March 2015 - April 2018