**SHIVANI SAVANT**

Pune, India

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Salesforce Certified Administrator (ADM 201) with more than 5 years of experience in IT industry that includes 2+ years of experience working on Salesforce platform. Strong knowledge of Software Development Life Cycle (SDLC), CRM and project coordination skills.

**Summary**

* Strong knowledge of the data model and ability to configure custom objects, fields, page layouts, workflows, reports, dashboards in Salesforce.
* Experienced in controlling the data access using record level security.
* Admirable experience in creating custom report types and reports (tabular, summary, and matrix) as per business needs.
* Experienced in gathering, documenting and managing Business and functional requirements. Creating Business Requirements Documents (BRD), Functional Specifications Document (FSD) etc.
* Excellent knowledge of SQL, and SDLC Methodologies like Waterfall, Agile.
* Proficient in MS Visio, Lucid Chart and MS Office (Word, Excel, PowerPoint).
* Able to multi-task, and manage projects within defined scope, cost and time.
* Problem-solving and organizational skills with ability to work independently or along with team.
* Excellent written and verbal communication skills with experience communicating with diverse teams and stakeholders.

**EMPLOYMENT HISTORY**

**KindCause, Inc, - Salesforce Volunteer, United States Sep 2020 - Present**

* Analyzed business process and prepared requirements documents.
* Installed, configure and tested Auctions App from AppExchange to identify if App meets needs of non-profits.
* Created project plan for installation, testing and deployment of App.

**Business System Analyst/Reporting Analyst - Canada Aug 2018 - Dec 2019**

Business System Analyst - BOSSC Inc, CanadaSep 2019 - Nov 2019

* Gathered requirements from stakeholders in the form of questionnaire and expanded requirement gathered to develop requirement and specification documents for a Human Capital Management Platform.
* Configured solution which included creating objects, fields, page layouts, document templates.
* Created test cases and planned, conducted User Acceptance Testing (UAT).
* Analyzed data, performed data migration activities like field mapping, data export/data import and ensured data is accurate.
* Assisted in implementation, responded to issues and created custom reports.

Reporting Analyst - Randstad, CanadaFeb 2019 - Mar 2019

(Client: Hudson's Bay Company, Canada)

* Created weekly/monthly/quarterly reports for executives using Microsoft Excel functions, v-look up, pivot table, charts to provide insights on sales and store performance.
* Analyzed data and created dashboards that communicated complex data in a consumable format.
* Synthesized data from complex datasets to provide meaningful insights and developed reports like Store Scorecards, products sales report.
* Extracted data from multiple data sources like MicroStrategy and MS Access to prepare reports and followed up with stakeholders and data owners to fill gaps in data.
* Gathered requirement, prepared ad-hoc reports and presented findings to executives.

Data Specialist - Kelly Services, Canada Aug 2018 - Sep 2018

* Analysed data and ensured data accuracy.
* Created Standard operating procedures for a Biotech company.

**Business Analyst - Website Monster, India**  **June 2016 - May 2018**

(part-time)

* Conducted business requirement gathering session and documented business requirements.
* Participated in weekly meetings, tracked critical project elements, generated weekly and quarterly reports to track project schedule and milestones.
* Assisted in the identification, development of KPI’s and delivered weekly status report on build, release plans, risks and issue logs.
* Created reports to track productivity and performance.

**IT Analyst - Tata Consultancy Services Ltd, India July 2015 - May 2016**

* Performed Salesforce administration tasks that included grant/deny user access to Salesforce platform, updating fields, page layouts and role hierarchy.
* Worked with various salesforce standard objects like Accounts, Contacts, Opportunities and managed tasks like unlocking/resetting passwords, modifying data.
* Created various reports, including ad-hoc reports as per business needs.
* Maintaining data cleanliness and accuracy, established training material as needed and provide user training.
* Gathered, elicited requirements and ensured that all requirements are captured and documented.
* Controlled all changes through a formalized change request process, assessing the impact of requirement changes, and updating requirements appropriately.

**Sr. Engineer - Tech Mahindra Ltd, India March 2011 - July 2015**

* Interacted with stakeholders to gain better understanding of client’s needs, analyzed system and developed solution that met business objectives.
* Documented the requirements, communicated technical issues to non-technical users and internal business teams.
* Updated and maintained opportunities/deals status, solution and pricing documents in Salesforce.
* Created reports and dashboards in Salesforce to track stages for management visibility.
* Provided cost estimation for the build, deployment and maintenance of solution.
* Worked on service requests with varying scopes and different level of complexities.

**Assistant Engineer - Infosys Technologies Ltd, India Sept 2007 - Dec 2010**

* Managed installation of circuits (E1, T1, and Ethernet) for multiple sites.
* Allocated capacity on routers and performed test & turn-up after router installation
* Tracked and coordinated activities for incident resolution and effectively prioritized escalation requests.
* Provided immediate response and co-ordination aimed at minimizing the duration of service interruptions.
* Communicated system outages and incidents appropriately to all areas of the business.

**CERTIFICATION, EDUCATION AND TRAINING**

Salesforce Certified Administrator (ADM 201)

ITIL (IT Infrastructure Library) v3 Foundation

Agile Methodologies course - Sheridan College, Brampton ON, Canada

Business Analyst training - COEPD, Pune, India

Bachelor of Science, (Computer Science specialization) - Pune University, India