

Mahak Lalwani

Title: Business Analyst
Location: Pune, India
Contact Details: mahak.lalwani307@gmail.com
[linkedin.com/in/mahaklalwani](https://www.linkedin.com/in/mahaklalwani)
+91-9782374334



Experience Summary

I am working professional with around 4 years of experience, supporting business solution. Experience in requirement elicitation, mapping business requirements and ensuring effective translation of business needs into technology solutions and business process improvements in adherence with company's objectives. Certified in Salesforce Administrator, Microsoft Azure Fundamentals, and Scrum with work experience on Agile projects.

Key Skills

- **Key Skills, & Tools Knowledge:** Salesforce Admin, Salesforce flows, Salesforce Data Security, Salesforce Data Model, RACI Matrix, Data Flow Diagram, Release Planning, Requirement Elicitation, Change Strategy, Requirement Analysis, Gap Analysis, Impact Analysis, Risk Analysis, Use cases, User Stories, Business Analysis, Agile, Scrum, BPMN, MS Visio, Lucidchart, Process Modelling, Confluence, Jira, Quip, Miro, Azure Boards, Requirement Gathering, UML, Communication Skills, Analytical Skills, Microsoft Office.

Training, Certifications & Affiliations

- **Salesforce Certified Advanced Administrator** by Salesforce
- **Salesforce Certified Administrator** by Salesforce
- **Business Analysis Certified Professional** by TrainSmart Academy
- **Microsoft Certified: Azure Fundamentals** by Microsoft
- **Project Management Essentials Certified (PMEC)** by the Board of Trustees of the Management and Strategy Institute
- **Scrum Foundation Professional Certificate (SFPC)** by CertiProf
- **Scrum Fundamentals Certified (SFC)** by SCRUMstudy
- **Six Sigma White Belt** by Aveta Business Institute
- **Lean Six Sigma White Belt** by Management & Strategy Institute

Experience

01 Accenture, Pune:

May 2021 – Present

Role/Title:

Salesforce Business Analyst

Responsibilities:

Business Analyst:

- Involved in gathering and analysis of business requirements and then efficiently took part in sprint planning to achieve the requirement
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Creating a liaison for the team and the business stakeholders, thereby collaborating with stakeholder groups across the organization to ensure business and technology alignment.
- Performing requirement analysis, prioritization of requirement, and documenting the risks through risk analysis
- Actively aiding & tracking the refinement and readiness of the tickets.
- Profound Participation in conducting Demos, along with arranging & facilitating System Demo, and providing dev. Support in the sprint.
- Working on Agile & Scrum Framework.
- Managing and creating equilibrium between internal and external stakeholders of the project
- Supporting development and testing teams for their queries related to business needs and requirements.
- Worked on tools including, Jira and Confluence, Miro, Quip, along with Salesforce understanding and its concepts implementation.

Salesforce Admin:

- Involved in SFDC application setup and customization to match the functional needs of the Company.
- Worked as Salesforce admin wherein supported user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- Involved in setting up field level access for each custom object created based on the user's role within the organization
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Good knowledge on flows, including process builder, and workflow rules.

- Involved in customizing custom objects, tabs, fields, page layout as per the business need. Also, involved in setting up validation rules.
- Maintained user roles, security, profiles, permission sets, wherever necessary.

**02 Motifworks India
Private Limited,
Pune:**

April 2020 – May 2021

Role/Title:

Business Analyst

Responsibilities:

- Elicitation and documentation of requirements from business. Providing innovative solutions to improve business process.
- Collaborating with stakeholder groups across the organization to ensure business and technology alignment.
- Working on Agile & Scrum. Creating and grooming the stories as per solution along with acceptance criteria.
- Creating mockups, use case, entity relationship diagram, and performing the sanity testing.
- Representing solutions to client and procuring client review and approval on those solutions.

**03 Transparency
Market Research
Pvt Ltd, Pune:
Role/Title:**

Aug 2018 – March 2020

Research Associate

Responsibilities:

- Manage and improve research data collection and analysis processes.
- Design and execute market research projects, including defining business question(s), developing research approach, managing vendors, analyzing the data, and communicating results to a variety of cross-functional stakeholders.
- Conduct & design background custom market research studies on and implement. Conducted research to identify presenting and speaking opportunities.
- Work with client and internal team to maintain schedule, ensuring on-time, quality assured delivery.
- Apply research and data analysis techniques to develop hypotheses, analyze study results and uncover findings Identified new target market and suggested a marketing shift resulting in increased sales.
- Used MS Excel to create a comprehensive market analysis.

Published & Presented / Awards

- Research paper Published- published in 'Research Journal of Pharmaceutical, Biological and Chemical Sciences' - 'Influence of ultrasound on physical stability of custard apple pulp'. Link- [http://www.rjpbcs.com/pdf/2018_9\(5\)/%5B31%5D.pdf](http://www.rjpbcs.com/pdf/2018_9(5)/%5B31%5D.pdf)
- Review Paper Published - published in 'International Journal of Pharmaceutical Technology and Biotechnology'- 'Bioremediation of Polluted Environment: A review of microbiological aspect'. Link -<http://www.ijptb.com/manuscript/IJPTB-RA-2-3-001.pdf>
- 1st runner up in "English Elocution" organized by "Ramakrishna Mission Jaipur Swami Vivekananda"
- 2nd runner up in an "International Poster Presentation" on "HSP70 protein trapping chip as new emerging technology for early cancer detection" in International Symposium on "Frontiers in Cancer Research: Prevention to Therapeutics" at Amity University, Noida, UP
- Honored for the active and efficient role as "House Captain" in the academic year 2009- 2010

Higher Education

- M-Tech Biotechnology
Vellore Institute of Technology, VIT
University,
CGPA: 8.90/10
2016 to 2018
- B-Tech Biotechnology
Amity Institute of Biotechnology,
Jaipur
CGPA: 8.42/10
2012 to 2016

Personal Details

- **Birth Date:** 30-07-1993
- **Nationality:** Indian
- **Marital Status:** Single
- **Languages:** English, Hindi, German (Elementary Proficiency)