DISHA MEHTA

B.Tech, MBA

 +918076889277**|**dsh.mht161@gmail.com

**PROFILE SUMMARY & OBJECTIVE**

Experienced **Salesforce Business Analyst** with 8 years of experience. Currently pursing executive MBA from IIM Raipur. Versatile in quickly adapting to new technical and digital conventions with a **'can-do'** attitude. **Worked on multiple End to End implementations** as a **Lead Salesforce Business Analyst** and as a Scrum Master. In the recent times I have worked with clients with different domains like Manufacturing, Energy, Healthcare, Retail, eLearning, Aviation and Digital Advertising domain. I am happy working as **individual contributor or in a close team environment**. Very efficient in communicating with wide range of clients, coworkers, and stakeholders. Possess **problem solving capability** peered with **strong communication and interpersonal skills**. I'm a conscientious person who works hard and pays attention to detail. I'm **flexible**, quick to **pick up new skills,** and eager to **learn from others.**

**CORE COMPETENCIES**

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| * Salesforce Functional Consultant playing the role of Business analyst, Project Manager, Product Owner
* Productizing salesforce for the client business processes.
* Extensive knowledge of Salesforce ecosystem including Sales, Service, Community and Marketing cloud.
* Salesforce CRM testing (Sales, Service, Marketing, Community cloud)
* Streamlining projects via. Different project management tools like JIRA, MS Azure Devops and Confluence.
* Documenting Key Discovery phase deliverables like FRD, BRD, Process Flows, User Stories, User Access Manuals, As Is and To Be Documents.
 | * Thinking and creating Business

Use cases.* Preparation of test cases.
* Playing Role of Scrum Master and Project Management
* Project Management activities (daily sprints, daily updates, weekly update to client regarding the sprint achievements.)
* Driving Client Demos and UATs.
* Consulting Client for Best practices and improvement in business scenarios.
* Driving Steering committee meetings
* Domains: Retail, Manufacturing, Energy, Healthcare, Aviation, Digital Education.
* Designing process flows in Visio and Draw.io
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**PROFESSIONAL EXPERIENCE**

**IBM Consulting**

**Package Consultant |** Noida, Uttar Pradesh | May 2023 – Present

Working as a Business analyst and Project Manager

Client Name: Kent RO Systems Ltd

Location: Noida (On-site)

**Roles and Responsibilities:**

* Playing role of Lead Salesforce Business Analyst and Project Manager
* Delivering key documents like FRD, BRD, User stories, Process flow diagrams, User access manuals, User training documentation.
* Driving Discovery and Playback sessions.
* Driving Scrum ceremonies like Daily scrum, Sprint capacity planning, sprint reviews and retrospectives.
* Driving UATs and Train the trainers.
* Maintaining JIRA for project management.
* Creating project plan, staffing and capacity management.
* Working on Sales, Service cloud.
* Working on Lead to Cash flow, Quote to Cash(Sales lifecycle), Case Management, Knowledge Management, CTI integration. Web to Lead, Web to Case.
* Working on multiple integrations with ERP (Infor), Marketing tools, and eCommerce platforms (Amazon, Flipkart)

Worked as a Lead Salesforce Business Analyst.

Client Name: Berger Paints

Location: Kolkata (On-site)

**Roles and Responsibilities:**

* Played role of Lead Salesforce Business Analyst and Scrum master
* Delivered key documents like FRD, BRD, User stories, Process flow diagrams, User access manuals, User training documentation.
* Drove Discovery and Playback sessions.
* Drove Scrum ceremonies like Daily scrum, Sprint capacity planning, sprint reviews and retrospectives.
* Maintained JIRA for project management.
* Worked on Sales, Service, Marketing and Experience cloud.
* Worked on Lead to Cash flow (Sales lifecycle), User interactions and journey builder, mobile app customization on experience cloud, CTI integrations, Web to lead, Einstein.
* Worked on integrations with ERP( Oracle), Marketing tools, Facebook & Google advertisements.

**KPMG India**

**Consultant |** Gurgaon, Haryana| November 2021- May 2023

Worked as a Lead Salesforce Business Analyst.

Client Name: Shell

**Roles and Responsibilities:**

* Played role of Lead Salesforce Business Analyst and Scrum master
* Delivering key business documents.
* Driving discovery sessions and UAT.
* Worked on Experience and Service cloud.

Client Name: Tata Metaliks Limited

Location: Kolkata (On-site)

**Roles and Responsibilities:**

* Played role of Lead Salesforce Business Analyst and Scrum master
* Delivering key business documents.
* Driving discovery sessions and UAT.
* Worked on Sales and Experience cloud.

**Nagarro Software**

**Associate Lead |** Gurgaon, Haryana| September 2019- October 2021

Worked as Salesforce Business Analyst and QA Lead

Client Name: Adform

**Roles and Responsibilities:**

* Played role of Salesforce Business Analyst and QA lead.
* Delivering key business documents.
* Leading the team for Testing.
* Driving Discovery and Playbacks for requirement gathering phase.
* Test Management
* Worked on Sales and Experience cloud.

Client Name: Lufthansa Systems

**Roles and Responsibilities:**

* Played role of Salesforce Business Analyst and QA lead.
* Delivering key business documents.
* Leading the team for Testing.
* Driving Discovery and Playbacks for requirement gathering phase.
* Test Management and delivery test documents.

**QA Infotech**

**Software Test Engineer 2** | Noida, Uttar Pradesh| May 2018 – September 2019

Worked as QA Lead

Client Name: Harvard Medical School

**Roles and Responsibilities:**

* Designing test scenarios and cases.
* Logging defects and their tracking in JIRA.
* Tested functional scenarios around the authorization and authentication on web service.

**TATA CONSULTANCY SERVICES**

**System Engineer**| Noida, Uttar Pradesh| February 2016 – May 2018

Worked as QA Analyst

Client Name: Walgreens Pharmacy

**Roles and responsibilities**

* Designing test scenarios and cases.
* Logging defects and their tracking in JIRA.
* Worked onSalesforce.com. Sales cloud, Service cloud, CTI interface, Live Agent, Ingenious and Agile accelerator applications with Salesforce.

**EDUCATION**

**INDIAN INSTITUTE OF MANAGEMENT, RAIPUR, CHATTISGARH**

Master’s in business administration, Executive. DEC 2024

**KUMAON ENGINEERING COLLEGE, UTTARAKHAND**

Bachelor of Technology, Electronics and Communication, MAY 2015

**AWARDS AND HONORS**

* Nagarro Certified Scrum Master Certification cleared in 2020.
* Nagarro: Cheer board: December 2019 and April 2020, Feb 2021, March 2021, for successfully delivering major releases before time with high quality builds.
* TCS: On the spot award: March 2017, for successfully delivering Salesforce project.
* TCS: Best team award: November and December 2017, for successfully delivering two major sprints.

I hereby declare that all the information mentioned above by me is authentic and is my personal work.

**DISHA MEHTA**

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