

Lovy Chauhan

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Summary

Over 9 years of work experience in the IT industry as a Business Analyst including 6 years of experience in Salesforce CRM platform (SFDC), Apttus CPQ & 3 years of experience in Oracle ADF. Implemented Salesforce CRM based on Apex language and leveraging Force.com platform by working closely with the Business Stakeholders, IT Development & Quality Analyst team to customize, develop, design, and manage ongoing system solutions to meet the organization's goal. Proficient in understanding and gathering the business requirements of end users, project documentation, visual flow charts, and user story creation.

Skills

- Business System Analysis
- Functional Specification
- Salesforce CRM
- Stakeholder Management
- User Stories
- Conga CPQ
- Requirement Gathering
- Jira
- Salesforce Administrator
- Gap Analysis
- Agile Methodology
- Quality Analysis

Certificates

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Business Analyst
- Salesforce Certified Platform Developer 1
- Conga Certified 201 CPQ Product Administrator

Work Experience

Senior Salesforce Business Analyst

Veriforce LLC (Supply Chain Risk Management) Vancouver, Canada

May 2023 – Nov 2023

- Responsible for sprint planning, maintaining backlog, quality analyst activities, creating mockups, POC activities, visual flow charts using MS Visio, and sprint demos of multiple projects.
- Performed detailed analysis of business user requirements, stakeholder interviews, designed solutions & converted them into concrete Jira user stories to implement Salesforce Sales Cloud and Service Cloud.
- Migrated legacy verification and contractor solutions in Salesforce and integrated the legacy data using Jitterbit and MuleSoft.
- Implemented the solution for inside sales and outside sales in Salesforce CRM and integrated it with legacy solution.
- Handling, triaging, and debugging all the support tickets of Salesforce solutions implemented within the Organization.
- Developed and maintained project documentation including functional requirements, user stories, process flow charts, user guide, and sprint reports using confluence.
- Performed detailed testing and quality assurance (QA) activities, and trained end-users on Salesforce functionality and best practices.

Senior Salesforce Business Analyst / Lead QA

Wipro Limited (Health Care) Jaipur, India

April 2022- May 2023

- Performed detailed analysis of business requirements for the healthcare industry, designed & converted solutions into concrete MS Azure DevOps user stories to implement Salesforce Sales Cloud and Conga CPQ.
- Reviewed every test script & performed detailed testing of each functionality developed in the User Stories.
- Collaborated with cross-functional teams including developers, project managers, BPE, and stakeholders to gather requirements, prioritize tasks, create user stories, and deliver projects on time.
- Implemented and developed the customized tool to upload the promotions in Conga CPQ which increased the efficiency by 75%.
- Actively involved in SDLC feature grooming, solutions, SIT, UAT & go-live activities.
- Provided training, Demos, and support to end-users on Salesforce functionality and best practices.

Senior Salesforce Business Analyst

GreyNubo Consulting LLP (Health Care) Bengaluru, India

June 2020- April 2022

- Participated in & Drove Scrum Meetings and explained User Stories to multiple teams including the Development and Quality Analyst Team.
- Created URS, BRD, FRS (Functional Requirement Specification) & Design documents using Confluence.
- Conducted System Study for the Complex Healthcare Manufacturing Industry & Implemented solution using Apttus CPQ.
- Designed the Auto migration App based on the Salesforce Lightning technology.
- Actively involved in SDLC Feature Grooming sessions, UAT & various Validation Cycles.
- Created reports and dashboards to provide insights into sales, service, and marketing performance.
- Proficiency with SOQL, SOSL, SQL, Page Layouts, Record types, Flows, Profiles and Permission Sets.
- Managed Custom Objects, Validation Rules, Process Builder, Workflow rules, and Approval Process.

Salesforce Business Analyst/Consultant

Innova AM Tech LLP (Finance) Bengaluru, India

November 2019 - May 2020

- Data migration from external systems to Salesforce using Data Loader.
- Liaised with Business Stakeholders and the quality Analyst Team to customize, develop, design, and manage ongoing system solutions to meet the organization's goal.
- Developed various custom objects, tabs, entity-relationship data models, validation rules, and components.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

Salesforce Business Analyst/Oracle ADF Consultant

Gofusion Software Pvt Ltd (Manufacturing) Jaipur, India

June 2014 - Nov 2019

- Involved in migrating the data from the Legacy system to Salesforce.
- Conducted On-Site System Study and Change Management, designed the development plan & implemented the solution.
- Created White Papers with functional, technical, and design specification documents.
- Developed Data Analytics, UI/UX & Dashboards to generate live production insights and enhance user experience.
- Developed FusionFox ERP which included CRM, SCM, Finance, HRMS & Master Data Management modules.

Education

- **Bachelor of Technology (Computer Science) | 2010-2014**
Maharashi Arvind Institute of Engineering & Technology, Jaipur, India