VIJAY ANAND

SALESFORCE BUSINESS ANALYST

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📍 Bangalore

SKILLS

- Customer Relationship Management (CRM)
- Salesforce.com Administration
- Salesforce Sales/Service Cloud
- Requirement Gathering
- Impact Analysis
- Project Management
- FSD
- UAT

CERTIFICATION

- **SALESFORCE ADMINISTRATOR**
- **SALESFORCE BUSINESS ANALYST**

TOOLS

SALESFORCE CRM , JIRA ,MS EXCEL,AZURE, MS POWER POINT ,ANYPOINT STUDIO, DATA LOADER

EDUCATION

BACHELOR OF TECHNOLOGY

Kalinga Institute of Industrial Technology(2012- 2016)
Information Technology

LANGUAGES

ENGLISH
HINDI

PROFILE

IT Professional with around 5.5 years of experience in Business analysis, Administration and testing in Salesforce applications. Certified Salesforce Administrator.

EXPERIENCE

SPRINGFIVE SOLUTIONS LLP.(June 2023- Dec 2023)- Service Cloud Project

- Stakeholder management &System design
- Requirement gathering and elicitation,configurations of flows, objects, validation rules, etc
- Prepared FSD,User stories,Test scripts & Training documents for end users
- Performed SIT & UAT

DOTSOLVED INDIA PVT. LTD.(Dec 2022- May 2023)- Sales Cloud Project

- Interacting with US customers for documenting user stories
- Requirement/change request/risk analysis
- Testing activities

Happiest Minds Technologies (Oct 2020- Sep 2022) - Sales Cloud Project

- Designed FSD,RTM,Test Cases for the application
- Analysis of requirement & change requests by the customers across South East Asia
- Root Cause Analysis (RCA) for issues in the system
- Conduct the UAT with end users to determine appropriate solutions and retest fixes to ensure problems are resolved.
- Developing test plan & test scripts from available documentation (e.g., business requirements, functional, appropriate workflows and technical design specifications).
- Performed configuration activities in the Salesforce

Accenture (Feb 2017- July 2019)-Service Cloud Project

- Identifying key stakeholders responsible for resolving issues in production for a big retail client of US/Europe
- Was responsible for functional & regression testing of the application
- Performed configuration activities in the Salesforce Service Cloud
- Creating and analyzing user stories and test cases for the SDLC