

Shalini Singh

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CAREER OBJECTIVE

To grow in a challenging environment, be updated with the latest technologies and add significant value to the team and organization.

PROFESSIONAL SUMMARY

- **Operations & Experience:** Experience in Salesforce operational delivery, AppExchange product management, Monthly maintenance releases, Completion of end-user support tickets, and System management.
- **Salesforce Implementations:** 4 full life-cycle Salesforce implementations done on 2 Sales Cloud projects and 2 Service Cloud products with expertise in Sales Cloud, Service Cloud, and AppExchange.
- **Business Development:** Experience in future investment projects/upgrades based on operational activities, needs, and suggested changes. Evaluate every change request/feature request by gathering detailed business requirements from stakeholders and end users and work closely to translate requirements into user narratives for development.
- **Client/Stakeholder Management:** Managing day to day interactions with stakeholders and other business leads.
- **Working with Internal Team:** Ownership in driving product/project development through every stage of the life cycle and delivering incremental value using validated agile methodologies.
- **Technical Expertise:** Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
- **Team Management:** Work with the multi-functional team and make sure there is no blockers and functionalities are delivered within the stipulated time with excellent quality of work.

SKILL SET

SALESFORCE (5+ Years' Experience):

- **ADMINISTRATION:** Salesforce configuration and customization, Lightning, Relationships, Page Layout, Validation Rules, Profile, Roles, Permission sets, Security, Workflows, Assignment Rules, Process Builder, Flows Reports and dashboards, nCino, etc.
- **MIGRATION TOOLS:** Copado, Aurobit, Workbench, Data Loader, Import Wizard

TOOLS: JIRA, VSTS, ServiceNow, Eclipse, MS Office, etc.

CERTIFICATION: ADM 201, CPQ Specialist, Copado Administrator

INTER-PERSONAL SKILLS

LEADERSHIP:

Ability to delegate, guide, and coordinate.

TEAM PLAYER:

A believer that as a team we can share, achieve, and grow together.

PROBLEM SOLVING:

A keen eye for infrastructure and their flaws. An aptitude to provide solutions to issues.

QUICK LEARNER:

Open to new technologies. High understanding and knowledge grasping habit.

GOOD COMMUNICATION:

Humble, expressive, and persuasive spoken and writing skills.

ROLE & RESPONSIBILITY

1. **Planning & Implementation:** Planned scope, schedule, and risk management for upgrade and maintenance. Constructed scope of work, project plan, project execution, project reporting, project milestones, and presentations for clients. Help define the product strategy and roadmap in collaboration with the stakeholders.
2. **Sprint Design & Delivery:** Created Environment setup plan & checklists. Assist with project implementation and control monitoring processes related to quality assurance (QA) and user-assisted testing (UAT). Work with clients and management to document, design, test, and deploy complex processes. Responsible for creating, managing, and delivering of required documents for application. Follow Agile model for proper & timely delivery of requirements.
3. **Communication:** Ensure that all communication and records are current. Effective communication regarding new version releases of the product and the set of features it provides. Foster ongoing relationships and communications with customers to develop a clear understanding of their goals and challenges in creating a product strategy.

WORK EXPERIENCE

1. S&P Global Ratings.

Designation: Business Analyst II

Duration: April 2020 – Till Date

Project: Various Ratings projects and Scrum Teams

Roles & Responsibility: Team Management, Stakeholder management, Requirement gathering, provide solution and implementation, work as Release Manager, Work as Support Lead for the team.

Skill Set: Salesforce.com, Force.com, Salesforce configuration and customization, Data Loader, Autorabit, COPADO, VSTS, Service Now

2. S&P Global Marketing Intelligence.

Designation: Business Analyst II

Duration: Oct'19 – Mar'20

Project: OTC project of MI

Roles & Responsibility: Stakeholder management, provide solution and implementation, work as Release Management, Requirement gathering, Work as Support Lead for the team.

Skill Set: Salesforce.com, Force.com, Salesforce configuration and customization, Data Loader, Autorabit, COPADO, VSTS, Service Now, Workbench, Report & Report Type etc.

3. S&P Global MI & Platts.

Designation: Business Analyst I

Duration: Dec'18 – Sep'19

Project: Support Lead for both MI & Platts Department

Roles & Responsibility: Work on Incidents raised by the end users and stakeholder, understand the requirement,

and then do the necessary changes. Work on the SLA. Timely deliverable of the incident requirement.

Skill Set: Salesforce.com, Force.com, Salesforce configuration and customization, Service Now, VSTS, MS Excel, Autorabit, Data Loader.

4. INFOSYS Limited.

Designation: Senior System Engineer

Duration: Mar 2017 – Nov 2018

Project: Bank of America (Loan Banking Project)

Roles & Responsibility: Requirement gathering, Administrator and developer, deployments

Skill Set: Salesforce.com, Force.com, Salesforce configuration and customization, Apex, Visualforce, Data Loader, managed package (nCino)

5. INFOSYS.

Designation: Systems Engineer

Duration: Jun'16 – Feb'17

Project: Coke Project.

Roles & Responsibility: Requirement gathering, Administrator and developer, Release Manager

Skill Set: Salesforce.com, Force.com, Salesforce configuration and customization, Data Loader, Autorabit, worked on standard objects such as opportunity, campaign, lead and its conversion, accounts etc.

EDUCATION DETAILS

Sl. No	Duration	Institution	Qualification	Percentage
1	2012-2016	National Institute of Science & Technology (BPUT)	B.Tech	7.9
2	2011	DAV Kapildev Public School, Ranchi	Intermediate	80.4%
3	2009	DAV Kapildev Public School, Ranchi	10th	90.00%

DECLARATION:

I Shalini Singh, hereby declare that the information given above in My Profile is true and correct to best of my knowledge.

Place: Hyderabad