**AJIT ANUPAMA**

**Salesforce.com Solution Architect/Business Analyst/System Administrator**

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**PROFESSIONAL SUMMARY**

**Current Salesforce.com Certified System Administrator ADM 201, Advanced System Administrator ADM 301, Force.com Developer DEV401, Platform App Builder, Sales Cloud Certified Consultant, Service Cloud Certified Consultant**

Over **11 plus years** of extensive experience as a **Functional/Techno Functional Consultant** in delivering **CRM & ERP**solutions this includes **6 full life cycle implementations** with proven expertise.

System expertise includes **Salesforce.com CRM Application & Custom Application Implementation. Salesforce Lightning application development. Salesforce hands on expertise in Configuration, System Administration, and Development & Data Loading using DataLoader. Salesforce Integration Projects & Data Integration tool**such as**Informatica.**

Expertise in **CRM Business Process (Lead & Opportunity, Account & Contact Management, Cases and Solutions Management and Partner Relationship Management PRM), ERP Business Process (Order to cash, Procure to pay cycles & SAP SD)**

Expertise in **UML Diagrams** **(Use Case Diagrams**, **Activity Diagram)**, **Use Case Narratives**, **Reports**, **Forms**, **SQL Queries.**

Proficient in transforming business requirements into **Functional Specifications** focusing on **Workflow Analysis and Design**, **User Interface Design, Business Process Reengineering** and **Process Flow Modeling.**

Proficient in creating **System Requirement Specification (SRS)**, **Business Requirement Doc.** **(BRD), Functional Requirement Doc. (FRD)**

Expertise in managing **Requirement Traceability Matrix (RTM),** creating **Work Breakdown Structure (WBS)** and **Data Analysis**.

Experiences in working with **Insurance, Supply Chain, Hi-Tech, Health Care & Financial** industries serve as background knowledge for understanding of business requirements and processes.

Expertise in working with **Cross Functional Technical and Business Teams** within an Organization.

Successfully executed **implementation** for clients performing/managing **Scope study, Planning, Gap Analysis, Design, Configuration, User Training to Go-Live and Post-Go-Live support** in various projects.

Created **Test Plan, Test Cases,** **and Users Training Materials** & conducted **UAT**, work on **Mercury** **Quality Center (QC)** and **Quick Test Pro. (QTP)**

**Resourceful problem solver** & ability to **research in any given new areas of latest technologies for a solution to meet business requirement.**

Excellent communication skills, exceptional ability to **perform individually and in a team environment, good interpersonal relations, motivated & hard working individual.**

**TECHNICAL SKILLS**

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| Salesforce.com | Sales Cloud, Service Cloud, SaaS (Software as a Service), PaaS (Platform as a Service) |
| Financial App | AFS Commerce (Lending & Treasury Management) |
| Tools | Salesforce.com Data Loader, Excel Connector for Salesforce.com, Eclipse, Mercury Quick Test Pro. (QTP), Quality Center (QC), MS Project, MS Office, MS Visio, Enterprise Architect (EA), SQL Server. |
| Languages | SQL, Apex, VisualForce |
| Database | Oracle, Microsoft SQL Server |
| Operating System | Windows 98, XP, NT, Windows 2000 & UNIX |

**EDUCATION**

**Engineering in Electronics, Bombay, India.**

**WORK EXPERIENCE**

**Boeing - April 2018 – Till Date**

**Project: Sales Cloud & Service Cloud Implementation & Application Support**

**Role: SFDC Solution Architect/Functional Analyst/System Administrator**

Worked with business SMEs to capture **Business Requirements**, **Designing** **Solution**, **Demo POC,** **Implementing** **Solution**, **Testing and** **Deploying to Production**.

Hands on in Configuration of **Process Builder, Flow to define & Implement solution as Solution Architect.**

**Service Cloud Omni Channel, Live Chat, Chat Bot, CTI, Email to Case, Web to Case Implementation.**

**Hands on in Salesforce code & configuration deployment using Change Sets.**

**Hands in Data Loader tool.**

**DuPont April 2012 – March 2018**

**Project: Salesfroce.com Implementation & Application Support**

**Role: SFDC Consultant/System Administrator**

Extensively worked as Onsite Lead to capture **Business Requirements**, **Designing** **Solution**, **Implementing** **Solution**, **Testing and** **Deploying to Production**.

Salesforce.com **Integration to ERP system** to load related data to display in custom **iPad App** for Field Sales Reps.

Configured **Salesforce1** to create tools for order processing.

Created process to **Sync scanned documents from iPad App to Salesforce.com** & to back office system.

**Run & Maintained Salesforce.com production application.**

**Validation Rules**, **Workflow Rule, Territory Assignment Rules & Approval Process** Created and Tested in QA and deployed to Production.

Experience in Creating, Updating mass records using **Data loader** or **Excel Connector**.

Experience in Deployments from QA sandbox to Production using **Change Set**, **Eclipse IDE.**

Experience in Implementing **Manage Packages**.

Experience in Configuration, **Users**, **Profiles**, **Roles**, **Sharing Rules, and Reports**, **Dashboards**.

Hands on & extensively used Change Sets for deployments within Sandboxes & to Production Org. & Data Loader to Insert, Update data.

Experience in managing **Projects, Enhancements** & **QA**, **UAT** testing in **Onsite and Offshore model.**

**Environment: Salesforce.com (SAAS) & Force.com Platform.**

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**Bank of America/Merrill Lynch, Hopewell, NJ May 2011 – Jan 2012**

**Project: US Trust CRM Implementation in Salesforce.com**

**Role: Business System Analyst/ System Administrator**

Worked on **SRS Document**, analyze requirements and define solution based on Salesforce.com **Out of the Box (OOTB) functionality.**

Configured **Proof Of Concept (POC)** in Sandbox Org.

Configured **Custom Objects**, **Formula Fields**, **Validation Rules**, **Assignment Rules**, **Workflow**

Configured **List Views**, **Custom Reports** & **Dashboard**.

Set up **Data Security** for the users.

Used **Data Loader** to Import Data from Legacy system.

Worked with developer to build and validate **Conceptual,** **Logical & Physical Data Model**and **Integration touch points Requirements.**

Analyzed and Implemented **App Exchange** product.

**Environment: Salesforce.com SFA & Force.com Platform**.

**HealthNet Federal Services (HNFS), Rancho Cordova, CA Jun 2010 – Feb 2011**

**Project: CRM Call Center Integration to Medical Management System**

**Role: Project Manager/ Business Analyst**

Conducted **JAD** sessions to understand and document **As-Is Business** and **To-Be Business** Requirements. Worked with business to **Review** and **Validate** gathered **Requirements**

Worked with departments and functional groups to design future **Business Process Flow** and to **Implement Best Practices.**

Created **Business Area Requirement Report** (BARR) and **Business System Design** (BSD) Documents for **Contact Management** Application and **Quality Audits** Application

Created **Flow Chart Diagram**, **Use Case Diagram**, **Entity Relationship Diagram (ERD)**

Worked with **Offshore Developers** to help them understand concept behind functional requirements.

Worked with **Business Stakeholders**, **Project Manager** and **Technical Team**to derived solution within timelines and cost effective.

**Environment: Call Center application & Oracle EBS 12.1**

**Care Rehab, McLean, VA Sep 2009 – May 2010**

**Project: Salesforce.com SFA Integration to SAP SD**

**Role: Functional Analyst/ System Administrator**

As an **IT functional** team member, actively participated in **Business Process Discovery**, **Requirement Gathering**, and **To Be System Prototyping** sessions.

Facilitated **Requirements elicitation** sessions using **white boarding**, **brainstorming**, and **system demo** techniques.

Prepared **Visio** and **Word format Use Cases** as per discussions with business.

**Configured** Salesforce.com CRM system from **prototyping** and **implementation** perspective.

Managed and implemented customization requests by CRM Manager, including creating **workflow** **triggers**, **workflow alerts**, **and automated email responses.**

Worked on **SAP SD Configuration**.

Created new **Custom Objects**, **Custom Fields**, **Sales Processes, Page Layouts, Record Types, Lookup Fields, Formula Fields**and **Validation Rules** as part of configuration.

Implemented **Case & Solution Management Process,**defining **Case Page Layouts**, **Email Templates**, **Assignment Rules**, **Auto Response Rules**, **Case Escalation Rules**, **Case Sharing Model**, **Case** **Teams, & Solution Categories.**

Gathered & validated requirements on **PRM Business Processes**.

Performed **System Administrator** activities by defining & implementing **Data** **Security & sharing Model.**

Actively participated in **Bug fixing** during all phases of **system testing**.

**Environment: Salesforce.com SFA, Force.com Platform** **& SAP ECC 6.0**

**National Life Group, Montpelier, VT Nov 2008- Jul 2009**

**Project: SFA Salesforce.com implementation.**

**Role: Business Analyst/ System Administrator**

Documented the **Software Requirement Specification (SRS)** and assisted in**Technical Design Document.**

Conducted the Client**Business Process Discovery** by working across cross functional business departments.

Lead **weekly project status meetings** keeping track of milestones achieved and new risks evolved**.**

Assessment of business needs and identification and **prioritization of requirements**.

Define **Lead Processes** for the Corporate Clientele as per the unique business requirements.

Worked on **Customer Service & Support Processes**, by defining **Cases** & **Solutions Objects**.

Configured **Custom Profiles**, **FLS**, **OWD**, **Role Hierarchies**, **Sharing Rules**, **And Record Types & Page Layouts.**

Identified **process and technology gaps** and came up with creative **workarounds**.

Worked with the technical team and business to resolve and sign off **alternate solutions**.

Developed **Functional & Technical Specifications for Custom Objects.**

Tested the **Interfaces / Custom Objects - Unit and System Integration Testing.**

Conducted **Business Analyst Unit Tests** and helped support **UATs**.

Conducted **Users Training** & prepared **Users** **Training Documents**

**Environment: Salesforce.com SFA & Force.com Platform**.

**City National Bank, Los Angeles, CA Feb 2007-Aug 2008**

**Project: AFS Commerce Implementation (Commercial Loan System)**

**Role: Business Analyst**

**Lead JAD** sessions for four different applications to create **business requirement document (BRD).**

Gathered **Low Level Business Requirements** from the different user groups and used **Enterprise Architect** for documenting the requirements.

Mapped **Loan Account numbers**, **Note numbers** & **Commitment numbers** from legacy system i.e. Metavante to AFS Commerce and created **Cross Reference File**.

Enhance Applications **Databases**, **Reports** and **email notification** for **AFS New Data Type** and **Source System**.

Created Reports using **Business Objects - Crystal Reports** for **BI team**.

Documented details of Data mapping for **Data Conversion Scripts** for AFS Data.

Identified **Use Cases** and wrote **Use Cases Narratives**.

Created **Use Cases Diagrams** and **Activity Diagrams** using **Enterprise Architect**

Involved in maintaining **Requirements Traceability Matrix (RTM)**.

Worked closely with the development team to help them understand **Use Case Narratives**.

Worked on **Data migration** plan with Technical Team.

Executed **SQL queries** to test the databases to verify proper data population

Developed **Test Cases** & used Mercury **Quality Center** for defect Tracking and defect reporting

Involved in **UAT** and End-End testing and cleared trouble tickets.

**Environment: Oracle 11.5.8/ 11.5.10**

**AON Insurance, Hatboro, PA Apr 2006-Dec 2006**

**Project: Salesforce.com CRM/SFA, Agent Onboarding Management.**

**Role: Business Analyst**

Studied the **Client business processes** and **prepared the documentation**for **As Is** and understand the change requirements of the Client and prepare the **BRS/FRS** document.

Captured justified **business requirements** including core **system requirements**, **integration** **requirements** and **reports/dashboards requirements**.

Prepared & Presented **business process diagrams & Draft System Design,**for Insurance Agent Onboarding Management in project team meeting & to SME’s

Prepared & assisted, **Visio** and **Word format Use Cases** for **Lead Generation** & **Lead Processing** in **CRM/SFA.**

Performed **Extensive Research** on **SFDC CRM/SFA Functionality** to Identify & Analyze **Gap’s, Established workarounds or suggested Customization.**

Maintained a **Traceability Matrix** to ensure that all the **Requirements**and their changes are addressed at the **Use Cases Level** as well as the **Test Cases Level**.

Studied the **Reporting and Notification Requirements** of the client to design and setup Reports and Dashboards.

Worked with **Data Migration** team to extract and upload data in Salesforce.com using **Data Loader.**

Used **Salesforce Explorer** to determine sanity of data in Salesforce.com.

Prepared **Test scripts**, **Test Data** & **Conducted UAT.**

Provided **support** to the users during **go-live by way of problem solving and instructions**.

**Environment: Salesforce.com SFA & Force.com Platform**.

**Mouser Electronics, El Cajon, CA Mar 2005-Jan 2006**

**Role: Business Analyst**

**Study Current Processes**and **Document Current Business Processes**.

Develop the **To-Be Process Model** & Prepare documentation with **AIM Methodology**.

Define & Set up **Multi Org Structure** **(Defined Set of Books, Legal Entity, Operating Units & Inventory Orgs)**

**Defining** and **Mapping** the processes in **Inventory and Order Management** modules to **Current Business processes** and **future requirements.**

**Defining and Mapping Quote To Cash and Procure To Pay Cycles.**

Studied the Reporting Requirements of the client to design the **General Ledger Chart of Accounts Structure and setup GCS.**

Set up the Modules & **Document Configuration.**

Preparation of **User Training Documents.**

Co-ordinate **UAT & assist test team to resolve issues.**

**Environment: Oracle 10.1.0 – Inventory (INV), Order Management (ONT), Cash Mgmt. (CE)**

**AOL, Herndon, VA Jan 2004 – Dec 2004**

**Role: Business Analyst**

Involved in understanding AOL current business as well as their current systems.

Created **As-Is Business Process Models** using **MS Visio.**

Conducted JAD sessions with Sales Rep, Sales Manager, Campaign Analysts and Analysts Managers to identify business rules, functional requirement and non-functional requirements.

Created**Functional Requirement Specifications** following the **Agile Methodology** using **Rational Requisite Pro**.

Created **Wire frames**and**Activity Diagrams** using **MS Visio** to outline the “To-Be” screens and “To-Be” processes respectively.

Participated in **Daily Scrums** to reports the daily work status.

Conducted Requirement walkthroughs with Developers and QA team to help them understand the requirements and identify feasibility issues, if any.

Involved in creating **Test Cases** and participated in **Manual Testing**.

Used **Rational Clear Quest**to report defects.

Conducted **Bug Triage** with QA and Development team to go over the defects.

Created **Release Notes** to support the monthly releases.

**Environment: Oracle 10.1.0 Account Receivable (AR), General Ledger (GL)**

**River City Bank, Sacramento, CA Jan 2002-Nov 2003**

**Role: Business Analyst**

Participated as a Scribe in meetings with **business**and **technical teams**.

**As Is Process Study**And Develop **Current Business Process** of Fixed Assets.

**Map Fixed Assets Processes** to Current Business Processes.

**Define Corporate Books** – Setup **Configuration & Documentation**.

Develop **Functional Specification** for **Custom Reports** Like - **Asset Sub-Ledger by Category & Cost Center, Asset Wise Depreciation Report.**Test the Custom Reports Developed.

Setting up **procedure for capitalizing assets purchased and marking them for transferring to Fixed Assets.**

Prepare **Unit Test Scripts** & **Test Data** for Each Process in the Asset Life Cycle

Preparation of **Training Documentation** and **Train Users.**

**Post Go-Live Support**

**Environment: Oracle 9.2.0.8, Asset Liability Management (ALM)**

**Hexaware Technologies Inc., Mansfield, MA Feb 2001-Dec 2001**

**Role: Business Analyst**

Understand the existing structure and prepared documents to integrate with GE Railcar Services

Document the **To-Be Processes**

Worked with the **Gap Analysis** team

Understand & documentedthe**Data migration** plan with Technical Team.

Prepare functional specifications for the **Reports Requirements**.

Involved in all **Testing Phases** of the application

Participated in **UAT**

**Environment: Oracle 8.1.5 Account Payables (AP)**

**L&T Ltd., Bombay, India Oct 1996-Nov 2000**

**Role: System Analyst / Lead QA Analyst**

Understand & Documented the **System Requirements.**

Managed all the **Functional Requirements** and making available to all team members

Prepared system **Test Cases.**

Updated Test Cases according to the **Changed Requirements (CR)**

Maintained **Traceability Matrix** for Functional Requirement & Test Cases.

Performed manual testing on **GUI**

Performed **Systems Testing** in different environments

Defect Tracking using **Test Director.**

Prepared **Defect Reports** as well as performed **Cause Analysis of Bugs.**

**Environment: Oracle 8.1.5 Order Mgmt. (ONT) & Inventory (INV)**

**REFERENCES**

**Available on request**

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