Jasvinder Singh

Mobile: 9632627943
E-mail: jasvinder.sikh@gmail.com

SUBJECT MATTER EXPERT – SALESFORCE BUSINESS ANALYST
An astute and a qualified IT professional with 9+ years of experience working as Software CRM

PROFILE & VALUE

- Possess good knowledge of [Salesforce](#) CRM.
- Working as Salesforce Business Analyst, getting involved in early discovery phase of projects and learn about customers pain-points
- Understand the requirements and try to get business impact of any feature, provide a streamlined solution to customer.
- Executing project User Acceptance testing as functional lead, and helping customers to execute test scripts and give them understanding of features/modules.
- CRM specialist with excellent know how in CRM Design, CRM customization, requirement gathering and testing
- Lead requirements gathering sessions with stakeholders and translate into technical requirements.
- Being Train-the-Trainer to customer and give them end to end demos of functionality delivered.
- Work closely with developers to customize and develop, design and manage ongoing system enhancements to meet the organization's goals.
- Proficient in handling customer queries coordinating with operations team to execute projects and deploy deliverable.
- Go-to person for any kind of support in the role tasked with in all client engagements
- Experience in understanding the Customer Requirements and deriving the test scenarios/conditions based on the requirements.

EXPERTISE

Salesforce CRM
Requirement Gathering
Customer Queries
Salesforce Admin
SDLC
Integration
Data Migration
SLA Management
Reporting

EDUCATION & Certification

Masters	**Visvesvaraya Technological University, 2013** - Master's Degree in Computer Science Engineering
Bachelors	**MLSU, 2010** - Bachelor's Degree in Computer Science Engineering
Certification	**Salesforce Certifications** - Salesforce administrator - Platform App Builder - Sales cloud consultant - Service cloud consultant - Platform Developer 1

CAREER PROGRESSION

August 2016 - Till Date	Appirio- A Wipro Company	Salesforce Business Analyst

Highlights
- Understand client's business process and take lead in requirement gathering
- Based on KT doc, use to review client's salesforce CRM instance
- Manage customer with all their quires to explain all technical aspects and get them sorted with best technical approach for implementing required functionality
- Take lead in account farming on existing accounts and explain our approach to have them onboarded inorder to grow their business
- Manage to have client issues sorted if any via cases/stories by collaborating with team to effectively drive resolution
- Experience in managing Profiles, Roles, Users, Page Layouts, Approvals, workflow rule and validation rules
- Confident in creating and managing custom objects, fields, buttons, links, page layouts and record types.
- Experience in understanding apex classes, triggers, batch class, schedulable class , governer limits, change sets
- Worked on apex dataloader, workbench and querying salesforce data using SOQL
- Prepared reports in client org if required at the time of requirement gathering phase to have clarity
- Involved in test case review, test execution, reporting, defect tracking and postproduction support.
- Involved in regression testing. Performed the Defect Tracking.
- Worked on different clouds like sales, service, community, health, marketing, commerce B2B and servicemax app

August 2013 - July 2016	Avankia, LLC	Salesforce Administration

Highlights
- Responsible for *Salesforce Administration implementation:*
  - Create new salesforce user and disable old user
  - Transfer user records
  - Create profile and permission set
  - Configure organization wide defaults
  - Manage role hierarchy
  - Build salesforce logic using workflows, validation rules, changes in flows etc
  - Analyze data with Salesforce reports and dashboard

- Review client's salesforce and quickbooks instance
- Analyze client's requirements for integration between salesforce / MS CRM and QuickBooks
- Responsible for any Salesforce customization to enable integration for the org
- Install/update package of DBSync in client org and make required changes in page layouts, FLS, Workflow etc
- Educate client about best practices of integration and DBSync Standard Integration Process
- Test the complete end to end functionality in fullcopysandbox before deployment of case/story to production
- Prepare a user guide for the implemented functionality