

AMBALI SISODIA



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ORGANIZATION EXPERIENCE

ORGANIZATION	WarpDrive Tech Works
DURATION	January 2019-Till Present
DESIGNATION	Salesforce Business Analyst

KEY SKILLS

- Excellent process understanding of **Sales, Service Cloud**.
- Hands on experience on **Salesforce CRM administration and configuration**.
- Hands on experience on **PM tools** like **JIRA**.
- Experienced in full life cycle application development from requirement gathering, design and design documentation to UAT (User Acceptance Testing) and deployment.
- Hands on experience on **Lucid Charts, MS Excel, MS Power-Point and MS Word** for documentation.
- Ability to quickly understand **functional and domain process**.
- Hands on creation of **Business Requirement Document, User Stories, End User Manual and Technical Documents**.
- Ability to **confidently communicate with clients and present demos to Potential Customers/Leads**.
- Willing to **find solution** to the problem statement.
- **Consult clients** with best practices and approaches to achieve desirable goals.
- Based on the business flow, **brain storm** over the pain points and come up with an efficient solutions.
- Ability to take the suitable **decisions** during crises.
- **Self-starter**, eager and proactive in contributing beyond the assigned role and responsibilities.

PROJECTS EXPERIENCE

SALESFORCE BUSINESS ANALYST

Leading Real Estate Group

Client Details : Leading real estate group in India with over 500 users. They have more than 20+ running projects in South-India with over 1,00,000 customers.

Project Details : Automate Sales Cycle of the client; Streamline the on boarding experience of the customer once they purchase property from the client; Streamline their Operation team for better user experience.

ROLES AND RESPONSIBILITIES

- **Consult with Business and Technical stakeholders** to improve business processes by automating manual effects using Salesforce products like Sales Cloud, Service Cloud.
- Apply Salesforce (CRM) functional expertise and domain knowledge to **create a plan and consult the stakeholders** on resolving their pain points.
- Analyzed **Business Users, Use-Cases and Functional requirements to define Epic & create user stories** in an agile development framework.
- **Documenting business requirement** with iterative Build, Acceptance criteria ensuring Product Owner Acceptance from Business.
- **Hold meetings with company stakeholders** - Outline product features, road map for build, sprint planning and conduct daily standup meetings, Scrum as SPOC for client side Business Analyst.
- **Regular KT to internal team & demos to client** for feedback and to accommodate change requests.
- Lead the team through **GO-Live**.

SALESFORCE BUSINESS ANALYST

German Based Lens Manufacturing Company

Client Details : One of the leading German Based manufacturing company of optical and optoelectronics. They are one of the largest and most respected optical firms in the world,

Project Details : Streamline the current marketing module and capture their Incentive management module for their current dealer and sub-dealers for Indian Market.

ROLES AND RESPONSIBILITIES

- Responsible for **Requirement Gathering, Documenting their Current Process and Drafting the Final Solution.**
- **Co-ordinate for sprint planning, documenting for user story, acceptance criteria.**
- **Maintain JIRA- Epics, User Story creation, JIRA access.**
- **Run daily standup** with the offshore development team- Knowledge transfer, User story assignment and lead the testing
- **Handle end to end delivery of the project.**
- **Lead the team through GO-Live.**

SALESFORCE BUSINESS ANALYST

K-10 Education Technology Company

Client Details : With around 4,25,000+ students onboard, they are part of Harvard Business Case Study. Started in 2008, they are partnered with various Indian and South Asia organization.

Project Details : Streamline the current Sales module and streamline their post Sales Operation i.e Sales Purchase Order.

ROLES AND RESPONSIBILITIES

- **Documenting Business Requirement** with iterative build, Acceptance criteria ensuring Product Owner Acceptance from Business.
- **Worked closely with the software team to design and develop robust solutions** to meet client's requirement for functionality, scalability and performance.
- **Maintain JIRA- Epics, User Story creation, JIRA access.**
- **Run daily standup** with the development team.
- **Handle end to end delivery of the project.**
- **Lead the team through GO-Live.**

SALESFORCE BUSINESS ANALYST

Unified Communication Platform Provider

Client Details : With presence in US and UK, the organization enables IT and operational team have great end-user experience with respect to their communication environment. By providing UC platform, they help companies manage their UC voice, video and web collaboration application, systems and networks.

Project Details : Classic to Lightning Migration

ROLES AND RESPONSIBILITIES

- ♦ **Analysis the Current System** and identify the **key processes** to be migrated.
- ♦ Understand the **Current Classic system** with installed packages and how it is being leveraged by the team.
- ♦ Initiate the **Flow Testing** of the processes at Lightning.
- ♦ **Train the users** after the system has been migrated.
- ♦ **Maintain JIRA**- Epics, User Story creation, JIRA access.
- ♦ **Run daily standup** with the development team.
- ♦ Run **weekly governance** standup with key stakeholders.
- ♦ Handle **end to end delivery of the project**.
- ♦ Lead the team through **GO-Live**.

SALESFORCE BUSINESS ANALYST

Currently : Leading manufacturer and supplier of CPVC, uPVC, SWR plumbing systems

Client Details : With over 30 Lakh customer, this Pipe manufacturing company is one of biggest manufactures in South India and help customers do Water Management with help of their products

Project Details : Field Service Lightning Implementation

ROLES AND RESPONSIBILITIES

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- ♦ Run **weekly governance** standup with key stakeholders.
- ♦ Handle **end to end delivery of the project**.
- ♦ Lead the team through **GO-Live**.

AWARDS

- Represented Uttarakhand at **National level Badminton** championships for 3 years in U-17 and U-15 category girls doubles.
- Runner Up at Girls Doubles at U-17 and U-15 Badminton Championship from 2009-10 to 2012-13.
- Represented Uttar Pradesh at **State level and District level in Table Tennis and Swimming.**
- Awarded **Student of the year** in 2012-13.
- Runner Up for **Badminton Championship at VTU** during 2015-16.

EDUCATION

B.E IN COMPUTER
SCIENCE & ENGINEERING

B.M.S College of Engineering, Bangalore (2015-2019)

HIGHER SECONDARY

Army Public School, Kanpur (2015)

SECONDARY

Army Public School, Almora (2013)