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| **Garima Jain** [**jgarima@gmail.com**](mailto:jgarima@gmail.com)  **408-480-7090** | |
| Image result for certified scrum master  **Methodologies:**   * Iterative: Agile/Scrum * Incremental: Waterfall   **Technologies & Tools:**   * Service Cloud Lightning * Community Cloud * Sales Cloud Lightning * JIRA * MS Office Suite (Word, Excel, Power Point) * MS Visio * Version 1 * Microsoft Teams | **EXECUTIVE SUMMARY**   * **Certified Salesforce Administrator ADM 201** * **Certified Scrum Master** * Problem solver, team player, collaborator * Top client facing strengths include Leadership, seamless communication and ability to perform in an ambiguous environment * Understands the Big Picture, meticulous in planning, highly resourceful and great organizational skills * Delivers tangible results while accepting new challenges * Business Analyst with 10 plus years of experience in Networking, Health Care, E- Commerce, Oil Field Services, Banking and Retail domains * Worked extensively with global teams in an Onsite-Offshore development model * Full SDLC (software development lifecycle) exposure on multiple end-to-end projects * Adept in validating and designing business models, use cases, user stories, functional specifications and business process design/workflows * Extensive experience in Sales and Service processes including Case Management, Self-Service Communities, Lead Management * Extensive experience in designing, executing and supporting UAT’s * Excellent in Gap Analysis, SWOT Analysis and JAD (Joint Application Development) sessions |

**Experience**

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| **Salesforce Solutions Lead/Business Analyst – Fireeye July 2019 - Current** |
| **Business Application Services** |

FireEye is a cybersecurity company providing hardware, software, and services to investigate cybersecurity attacks, protect against malicious software, and analyze IT security risks.

* Project Proposals, Fit Gap Analysis and Stakeholder Management for Third Party Apps integration: Lessonly and SalesLoft Insight
* Enhancement to enable A La Carte SKUs quoting for iNAMs
* Lightning Migration planning and requirements

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| **Project Manager and Service Cloud Solution Lead – Infoblox Oct 2018 – June 2019** |
| **Support Operations** |

Infoblox is an IT automation and security company focusing on managing and identifying devices connected to networks.

* Project roadmap design
* Vendor evaluation and management
* Functional requirements design and solution review
* FedRAMP requirements and design
* Impact assessment on the other business functions and building synergies with them

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| **Sr. Business Systems Analyst - MobileIron Inc Feb 2018 – Sept 2018** |
| **Partner Portal and Customer Success** |

MobileIron Inc. is software company specializing in solutions for mobile device management (MDM) and enterprise mobility management (EMM).

* Led user-centered enhancement efforts and redesign of Customer Success processes
* Owner of Partner Portal enhancements and redesign
* Responsibilities include end-to-end backlog management, requirements gathering, process design, troubleshooting, development team coordination, UAT testing and business approvals
* Production Issue Management

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| **Sr. Business Systems Analyst - Box.com Oct 2017 - Feb 2018** |
| **Sales Operations** |

Box is an [enterprise content management platform](https://www.box.com/content-management/enterprise) that solves challenges, from [sharing and accessing files](https://www.box.com/file-sharing) on mobile devices to sophisticated business processes like data governance and retention.

* Define systems strategy, develop process flow diagrams, develop systems requirements, design and test for the CPQ implementation
* Lead multiple end-to-end project implementations
* Responsible for supporting multiple business groups on salesforce platform
* Lead complex issue, defect identification and remediation on Salesforce platform
* Assist and support client User Acceptance Testing (UAT) efforts and deliver go-live deployment
* Act as a liaison between Business, Technology, and Users groups to identify technical processes for greater efficiencies

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| **Sr. Business Analyst and UAT Lead- US Bank Dec 2016 - Oct 2017** |
| **Wealth Management Group** |

U.S. Bank, the 5th largest commercial bank in the United States.

* Solutioning, Issue resolution and On-time delivery within budget
* Defining KPIs (Key Performance Indicators) in collaboration with business
* Business Process Modelling
* Create functional requirements in user stories
* Coordinating requirement walk-throughs and Sign-offs with SMEs/Stakeholders
* Liaoning with other projects teams that have integration touch-points with this implementation
* Designing and conducting UATs (User Acceptance Testing), Preparing End User Training manuals

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| **Sr. Business Analyst – Persistent Systems Jan 2015 – Nov 2016** |
| **Salesforce Implementations Group** |

Persistent Systems is a $350 MN Information Technology company, which leads their client’s digital transformation initiatives.

* Case Management, Logistics Management, and Care Coordination processes
* Designed and conducted Discovery workshops with various user groups to determine the As-Is and To-Be business processes
* In collaboration with business defined KPIs (Key Performance Indicators)
* Prepared Swim Lane diagrams, Work Flow diagrams and Business Requirements Document
* Identified and communicated potential risks early in the Analysis phase
* Prepared End User Training manuals; designed and conducted UATs (User Acceptance Testing)
* Solutioning, Issue resolution and on time delivery within budgets

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| **Lead Business Analyst – Target Corporation Dec 2012 – Nov 2014** |
| **Lead Management Process Salesforce Implementation** |

Target Corporation is the eighth-largest retailer in the United States.

* Lead a team of 3 Business Analyst from the Business, IT and Operations
* Documented requirements using interviews, end user interactions, and JAD sessions
* In collaboration with business defined KPIs
* Identified potential risks during the Analysis phase

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| **Sr. Business Analyst – Citibank Inc.            Jan 2012 – Dec 2012** |
| **Implementation Team** |

Citimanager is an online card management system for both private and government corporate account holders.

* Created Product Backlog and Sprint Backlog with inputs from Stakeholders, Scrum Master and Product owner
* Tracked the work done in each sprint using Burn-down chart
* Created custom objects using Salesforce key processes such as workflow rules, validation rules and formula fields
* Assisted the testing team during Sandbox testing phase

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| **Business Analyst – Olson-Denali Advertising Apr 2011 - Jan 2012** |
| **Client Projects Team** |

Olson is an independent advertising company providing services like Mobile Technology Strategy and Mobile Application Development.

* Conducted requirements gathering meetings with the business sponsors and the end-users
* Performed GAP analysis to identify the gaps in existing processes and analyzed the processes based on end user requirements
* Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and assisted the development of User Manuals

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| **Business Analyst –United Health Care Feb 2010– Apr 2011** |
| **Process Improvement** |

Health & Fitness application, which allows the user to create healthy challenges, challenge with friends, coworkers and even total strangers.

* Analyzed existing business processes and recommended improvements
* Gathered business requirements and translated them into software developments and enhancements
* Created Use case diagrams using Visio

**Educational Qualifications:**

**Post Graduate Diploma:** Marketing Management, Symbiosis International University

**Bachelor of Arts :** Management, Barkatullah University