

Ashvarya Garg

SR. BUSINESS ANALYST

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EDUCATION

- **Institute Of Technology & Management, Bhilwara**

Bachelors in Technology

(ECE)

SKILLS

- Salesforce.com Administration
- Salesforce.com Customization
- Salesforce.com Configuration
- Salesforce Einstein Analytics
- Business Analysis
- Agile Methodology
- Scrum
- Data Cleansing
- Process Automation
- Security Model
- Reports & Dashboards
- CRM Fusion

SALESFORCE CERTIFICATION & SUPERBADGES



- Security Specialist
- App Customization Specialist
- Process Automation Specialist
- Business Administration Specialist
- Lightning Reports and Dashboards Specialist

CAREER OBJECTIVE

Adaptable Sr Business Analyst 2X Salesforce Certified (Admin 201, Salesforce Certified Service Cloud Consultant) with 6.5 years of rich experience working in Agile. Skilled in Sales Force, Einstein Analytics, Data Integration, Data analysis, BI Tools, DOMO, recording, interpreting and analyzing data in a fast-paced environment. Advance proficiency in all aspects of Excel. Experienced in preparing detailed documents and reports while managing complex internal and external data analysis responsibilities.

PROFESSIONAL EXPERIENCE

SR SALESFORCE ADMIN

PITNEY BOWES

Aug 2019 – Present

- Experienced in Administering, Configuration, Customization on Salesforce.com, Custom objects, Custom fields, Page Layouts, Tabs
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules
- Extensive experience of using declarative features like validation rules, workflows, approval processes, sharing rules automation for satisfying complex business process automations.
- Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Lease Upload, Campaigns, Reports and Dashboards
- Build Data Sets using Salesforce Data in Einstein Analytics. Integrate Local and Remote Data in Einstein Analytics
- Responsible to drive migration activities: cleansing, mapping fields to other objects or systems, data load requests from sales operations/sales teams, and documentation
- Building Dashboards and Comparing Sales Data using Einstein Analytics AI
- Define intuitive, insightful, actionable, and compelling EA dashboards, account for user behavior and exception paths Integrate Local and Remote Data in Einstein Analytics
- Proactively assisting in administrative tasks and delivering it with precision while managing BA responsibilities.
- Work on SFDC Organization Administration, Configuration and Data management, Einstein Analytics Dashboards
- Experience in configuring of user security permission as security model, creating Users, managing Profiles, Roles and Queues, public groups, org-wide default, role hierarchy and sharing rules.
- Design various project documentation which includes elements such as business objectives, key requirements and acquire relevant signoffs.
- Participate in the global data governance meetings to provide feedback on global data changes and enforce the GSFA standards for data quality.

SENIOR BUSINESS ANALYST

Sears Holdings India

Mar 2016 – Aug 2019

Responsibilities: Sr. Salesforce Admin Data Governance

- Gather business requirements from multiple stakeholders (Business, Functional and IT teams) and acquire consensus based on key objectives.

SKILLS

- Business Analysis
- Requirement Gathering
- Salesforce Admin
- Data Loader
- Import Export Wizard
- Strong Client Interaction
- Reporting & Documentation
- Agile methodologies
- Prioritization
- Communication
- JIRA & Service Now
- Sales Operations Analysis
- Reports Generation
- Tableau
- DOMO
- Platfora

- Manage Salesforce.com data feeds and other integrations. Develop and initiate more efficient data collection procedures. Extracted, compiled and tracked data, and analyzed data to generate reports.
- Acted as a SR Admin and supported 900+ SFDC users across different geographies
- Working directly with the SDVP to execute, manage and monitor various reporting projects under the business unit and SFDC Data Management
- Created new and maintain existing workflow rules, approval processes, flows and process builder processes
- Define intuitive, insightful, actionable, and compelling dashboards, account for user behavior and exception paths
- Extensive experience of using declarative features like validation rules, workflows, approval processes, sharing rules automation for satisfying complex business process automations.
- Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards
- Create and manage standard/ custom objects, standard/ custom fields, object relationships, validation rules, custom buttons and page layouts. Creating Dashboards and Visualization, reports with BI Tools such as DOMO, Tableau.

SKILLS

- Sales Operations Analysis
- Reports Generation
- Tableau
- JIRA
- Amazon CSI
- Amazon BAT
- Vendor Management

SERVICE ASSOCIATE (DATA)

Prione Business Service (An Amazon Subsidiary)

June 2014 – Mar 2016

Responsibilities:

- Preparing and Reporting BU financials on monthly basis.
- Worked on different Amazon Portals globally including Amazon.com, Amazon.co.uk. Key account management for global partners
- Preparing and Reporting Consolidated Group Financials; Balance Sheet, Income Statement and Cash Flow, on monthly basis.
- Led the Quality Audit / Defects Reporting Process for Catalog Department
- Providing ongoing Sales Performance Management analysis which includes Variance Analysis, Net Sales, Forecasting Analysis, in depth performance for monthly, quarterly and yearly reporting

SERVICE ASSOCIATE (DATA)

Amazon India

Mar 2014 – Jun 2014

Responsibilities:

- Daily tracking & reporting of important business metrics.
- Managing key improvement initiatives and projects: Drive new product launches and relationship extensions by partnering with the business development and onboarding teams
- Measure performance of net online sales, providing tracking reports as needed on major initiatives
- Production of monthly 'Data Quality Dashboard' for senior stakeholders to summarize DQ metrics, measurement and KPIs
- Providing ongoing Sales Performance Management analysis which includes Variance Analysis, Net Sales, Forecasting Analysis, in depth performance

SKILLS

- Advance Microsoft Excel
- Amazon CSI
- Amazon BAT
- Reports
- Dashboards
- Vendor Management
- Sales Operations Reporting