**Manjusha kolli**

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**Summary**

* Demonstrated experience as Business analyst/Scrum master in B2C and C2C projects using JIRA.
* Strong experience in all phases of SDLC (requirement analysis, design, development, UAT) as a Business Analyst.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications in salesforce lightning UI
* Coordinate with IT Compliance, Sales Compensation, and Comp Systems teams to manage the development process and resolve issues.
* Experience is providing project-planning guidelines using the agile guidelines to support product owners.
* Experience working with HPALM/QC for testing, creation of test cases, test scripts, log defects.
* Experience in UAT testing and provide walk thorough and demo for the business users.
* Demonstrates the ability to perform Salesforce.com administration/configuration/data migration / integration duties as directed in salesforce lightning UI
* Worked with level I and II cases via support portal to create and configure accounts.
* Extensive experience in designing custom formula fields, field dependencies, validation rules, work flows, and approval processes for automated alerts, field updates, and email generation according to application requirements.
* Worked as a Business Analyst and generated models to depict business processes and information flows.
* Provided production assistance after project implementation.
* Strong Knowledge of SDLC, RUP, Agile methodology and project life cycle.
* Excellent communication and presentation skills. Experience working with business users as well as senior management.

**TOOLS/METHODS:**

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| --- | --- |
| Methodologies and Business Modeling Tools | RUP, Agile, Waterfall.  Microsoft Visio, Rational Rose, JIRA, HPALM/QC |
| Salesforce Technologies | Salesforce CRM, workflows, approval process, validation rules, case management, Report customization, Custom Objects and apex Data Loader, Triggers, Salesforce Cloud |
| Salesforce Tools | Force.com, Eclipse IDE, Force.com Apex Data loader, Force.com service max, lightning UI |
| Web technologies, IDE | HTML, SQL environment, Force.com, Eclipse, visual studio**.** |
| Languages | Apex, Java, C Force.com. MySQL server, SQL server2008/2012 |

**Work Experience:**

**Google, Austin TX February 2020- Present**

**Salesforce Business system analyst**

**Responsibilities:**

* Work closely with business on the requirements and defining the AS IS process and IS –TO be process for the application
* Worked on process design flow diagrams for As-is and Is-To be process using Lucid chart
* Worked on with the business by providing the demo for the proposed design and get the approval for proposed design
* Experience maintaining and documenting the process, BRD, TTD and Test plans for the project
* Worked with the engineering team to get the requirements developed
* Worked in UAT testing and SAT testing for all the requirement before moving to production.
* Worked on the LWC and Salesforce community portal
* Worked with the business team to set up user profiles, permissions.
* Working experience in training business users and proving technical walkthrough of the system
* Responsible for proving sprint demo and user story demo after the completing on the assigned task and sprint.
* Guide the team on the meeting the targets for the sprint and user story determine the definition of ready.
* Working with Accounts contacts to maintain up to date information about the organizations doing business

**Commonwealth of Kentucky, Frankfort KY June 2109- January 2020**

**Salesforce Business system analyst**

**Responsibilities:**

* Working closely with the Business in requirements gathering and defining AS-IS process and IS-To be process for the application.
* Experience working in 2 week sprint cycle for the development of the application.
* Working closely in the data mapping form the legacy system to target system based on the data extracts from the legacy system database for the developing application.
* Experience working on creation of flow diagrams and defining user story using Beans and JIRA applications.
* Working experience in designing the process flow diagrams for integrations and application flows
* Working experience in creating and defining process flows end to end for SIT and UAT testing for the business users
* Working experience in training business users and proving technical walkthrough of the system
* Working experience defining Roles profiles and creating defining permission set and setting filed level access based on the profiles.
* Experience in proving L1 and L2 support on the issues logged.
* Experience working with Appinium LMS tool to assign and courses to users and end users for required Training.
* Experience working with SBCPQ for the generating price and quote for the purchases made by the end user via community portal.
* Experience in creating burn down charts and creation of reports from JIRA application.
* Working experiencing in preforming end-to-end system testing form the application based on requirements defined.
* Experience in reviewing and providing changes of the UI/UX screen developed by the UI team.
* Hands on experiencing in conducting Sprint demo and Sprint Retrospective meeting with the business
* Hands of experience in conducting daily stand up with the development team on daily basis on the progress of development.

**Toyota Financial Services Plano, TX. December 2018- April 2019**

**Salesforce Business system analyst**

**Responsibilities:**

* Working with the business in gathering requirements and documenting the requirements based on the user needs.
* Actively participate in backlog grooming sessions and creating user story using JIRA, active participation in daily Scrum calls.
* Supported cross team co-ordination for the meeting the targets.
* Worked with off-shore on-site team method for the project
* Lead team meetings like requirement gathering, daily scrum, spring planning meetings, sprint retrospective, grooming sections.
* Worked alongside with the product owner and technical product owner is project planning.
* Experience in keeping track of the project progress by creating burn down charts, Scrum boards.
* Supported team in deploying tested code and approvals for RFC approvals form the team of approvers.
* Maintained version control documents for the application for every release cycle.
* Coached and supported cross-functional team on scrum best practices and improvements.
* Worked on the user provisioning, permission sets, licenses for the application users in lightning UI
* Worked on integration and data mapping form learning management application to Corner system which a learning management application that is implemented in lightning UI.
* Worked on with creation of test cases and test scripts during SIT and UAT for release
* Worked on creation and customization and generate reports for the business users on the usage of the application by end-users.
* Provide L1 and L2 support for the application users.
* Worked on creation of test case and test scripts and log defects using the HPQC in the testing phase of the application.
* Experience working with HPQC/ALM for UAT, defect logging.
* Created test cases, test script, test plan using HPALM/QC application.
* Work in the C2B environment and involved in the end-to-end life cycle of the project.
* Worked on SDLC life cycle in the all the phase of the project.

**InterAction Washington DC. March 2018- November2018**

**Salesforce Business system analyst**

**Responsibilities:**

* Gathering requirements and conducting one-on-one sessions with the business users to get detailed requirements and provide analysis on how to implement those requirements using salesforce.
* Working with Salesforce Non-Profit cloud NPSP (Non-profit Success pack) that comes with certain stand features like affiliations, recurring donations, Grants.
* Customization of standard features and developing new features by designing and creating objects fields to meet the needs of the business.
* Document and maintain BRD and FRS documents using SharePoint.
* Worked with team for user story mapping and assigning task and story points to the team members.
* Created and gathered repost on the progress by using burn down chart.
* Planned and held requirements gathering sessions, JAD sessions, daily Scrum calls, Sprint planning meetings.
* Performed UAT for the business users and log defects using HPAL/QC application.
* Responsible for proving sprint demo and user story demo after the completing on the assigned task and sprint.
* Guide the team on the meeting the targets for the sprint and user story determine the definition of ready.
* Working with Accounts contacts to maintain up to date information about the organizations doing business.
* Working with From Assembly to publish web based forms on the client domain to reach out to organizations about compliance of non-profit organization.
* Working with business and end users to identify the pain points for the future releases and enhancements.
* Worked with the user performing UAT and SIT testing for production release.

**New Jersey Manufacture (NJM) Trenton, NJ February 2015-Feb 2018**

**Salesforce Business system analyst**

**Responsibilities:**

* Design processes that can be implemented with minimal disruption to supporting systems and are cost effective.
* Anticipate the needs of stakeholders affected by process change and ensure that proposed changes represent the best overall fit for the organization
* Multiple experiences with process definition and design, requirements definition and mapping, participation in testing and/or training phase.
* Worked on deployment bundle to handle the cases internally.
* Worked with marketing automation administration, configuration, migration, campaign execution, and testing activities using lightning UI.
* Worked on creating users and assigning roles and profiles based on the structure of the organization.
* Experience in UAT Testing, Regression Testing, System Integration Testing(SIT), System Testing, Performance Testing, Stress Testing, Functional Testing and Unit Testing.
* Supported in the various releases versions that take place once in 4 weeks.
* Managed reports and dashboard for giving the update on the sales of the products and user access to the application.

**Environment:** Eclipse IDE, Salesforce.com, CRM, Customer Success Management, Force.com Sandbox, Workbench, Import Wizard, Controller, Selenium, Sharing Rules, Permission sets, Profiles, Visualforce Pages, Workflows, Email Updates, VMware, App Cloud, Web Services API, Apex Data loader, Web center queries.

**Education:**

* Bachelor’s in Computer Science engineering SRM University Chennai, India (2011)
* Masters in Computer Science engineering NYIT NewYork, 2015