



# PRIYANKA RAWAL

Salesforce Consultant–Business Analyst

## PROFILE

**3x Certified Salesforce** and **1x ServiceMax Certified** Consultant with overall **4.5** years of IT experience including Salesforce Configuration and **Business Analysis**. Previous duties include **GATHER BUSINESS REQUIREMENTS FROM STAKEHOLDERS**, sprint planning, **User Story writing**, Client relationship, Process flows, **Cross functional diagrams**, FRS, FRD, team management, **Stakeholder demos**, **Client support in UAT of SFDC org** for a **1500+** user base. **COLLABORATIVELY WITH PRODUCT OWNERS, SCRUM MASTERS, DEVELOPERS AND TECHNICAL ARCHITECTS, BACKLOG MANAGEMENT, REPRESENT AT PROJECT STATUS MEETINGS AND HELP DRIVE PROJECT DELIVERABLES.**

## AREA OF EXPERTISE

- **Techno-functional skills in ensuring successful design & delivery** of Salesforce implementations while defining new process flows and analyzing **project scope and communicating business concepts**.
- **Contextual & Business Acumen** in identifying areas of improvement & functional **gaps in existing systems**.
- Used tools like **Visio** for cross functional business diagrams.
- Strong approach in delivering support to on-going **salesforce.com** maintenance, requests, and services; extensive understanding of wide range of **business operations**
- Expertise in using Salesforce products such as **Communities, Service Cloud-ServiceMax**.
- Competent in capturing business requirements and translating the identified requirements into **technical/business solutions along with sprint activities and SCRUM**.
- Skilled at formulating major **Business Requirement Document (BRD)** and **Functional Specification Documents (FSD)** with strong understanding of Salesforce platform and software development lifecycle management
- Ability to liaison with **clients/users/ internal stakeholders** to key requirements.
- Also holds the experience of Quality Analyst for SFDC Automation and Manual process.
- Proficient in identifying business Scenarios, Suggesting the possible **business flow improvement** areas functionally
- Committed to excellence, Self-Motivator, Quick-Learner, Team-player, and a prudent strong problem-solving, analytical skills and communication skills
- Excellent **problem solving and troubleshooting skills**, with a **solid customer-service orientation** and **offering solution to client's business Challenges**.
- **Strong communication and inter-personal skills** with the ability to work well in a dynamic team environment.
- Ability to maintain a **detail-oriented approach** while **multitasking** in a fast-paced environment.

## EDUCATION:

**BITS Pilani University,**  
2016- 2020  
M tech in Computer Science

**Pillai College of  
Arts,Commerce and  
Science,Navi Mumbai**  
2013- 2016  
Bsc in Computer Science

## CONTACT:



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## TECHNICAL SKILLS:

- ❖ Salesforce Configuration
- ❖ Business Development Business
- ❖ Analysis Business Process Mapping
- ❖ Project Management Salesforce
- ❖ Administration Resolution Data Management
- ❖ Requirements Gathering
- ❖ Client Management Sprint Planning Reporting & documentation

## Hobbies:

- ❖ Music
- ❖ Workout
- ❖ Cooking
- ❖ Traveling
- ❖ Cricket

## CERTIFICATIONS

- ❖ Salesforce Administrator
- ❖ Salesforce App Builder
- ❖ Salesforce Service Cloud Consultant
- ❖ ServiceMax Certified Administrator

## PERSONAL DETAILS:

**DOB:** 01st August 1995

**GENDER:** Female

**MARITAL STATUS:** Single

**PASSPORT:** Available

**LANGUAGES:** English, Hindi, Marathi

## WORK EXPERIENCE

**WIPRO LIMITED, PUNE-Associate Consultant,**



**Project: Philips** Customer Service Portal –Req2Res(Jun 16–Jul 20)



Domain: Healthcare | **Technologies: Salesforce Service cloud, Salesforce Lightning, Salesforce Community cloud** **Skills Displayed:** | Agile Scrum Methodology | Client Engagement | Liaison & coordination | Client Requirement Gathering | Reporting & Documentation.

- **Analyze and evaluate the business requirements** gathered from the **Product Owners**
- **Demo user stories** at the end of sprint and communicate the feedback to the team
- **Manages backlogs** and work with Solution architects, tech lead and scrum master to prioritize requirements, **define scope and sprints**
- Prepare the **Functional Requirement document** and Design Specification Document
- **Review and approve all the test case document** for each sprint.
- To understand the **Functional specifications** and **business workflows** prepared by Clients.
- To attend the **design and functional review meeting** and provide the necessary **inputs** at Design Stage.
- To prepare Test Results Document for each release planned and handle the delivery with respect to End to End flow
- To organize and participate **Defect triage meeting** to understand the severity of the defects encountered in **UAT/Prod**
- To prepare documents on existing business process flows and give training to user
- Have been **appreciated several times by business users and Service Managers** for quick response and resolution for the issues raised.

**Project: AMP Life.**



**(Sept'20- Dec'20)**

Domain: Insurance | **Technologies: Salesforce Sales cloud, Salesforce Lightning, Salesforce Community cloud, Finance Cloud** **Skills Displayed:** | Agile Scrum Methodology | Client Engagement | Liaison & coordination | Client Requirement Gathering | Reporting & Documentation

**Working closely with Business Architect** on gathering and analyzing Business requirements ▪ **Co-ordinating** with the team on the Open questions and the approach. ▪ Closing Sprint quality work along with the documentation. ▪ **Manages backlogs** and work with Solution architects, tech lead and scrum master to prioritize requirements, define scope and sprints

## ACHIEVEMENTS

- Received **Pat on the Back award** for excellent performance.
- Got **client appreciations for Implementation of DevOps.**
- Got **Appreciation from Project Management** for Smooth and successful deliveries.
- Got client appreciations for Business development.

Best Regards,  
Priyanka Rawal