**Nikhil Rawat**

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**Visa**: H1-B, Corp-to-Corp only

**Summary**

Certified Salesforce Admin (201), Over 6 years’ of working experience as a Salesforce Business Analyst and Administrator in IT industry

* Collaborated with UX designers, developers, QA, and product owners in creating user tests and prototypes
* In my role as a BSA, led requirement gathering sessions and interacted with business units and business owners to understand the business processes, their pain points and requirements.
* Analyzed these requirements and translated into functional specifications. Created and documented Business requirements, Functional specifications (FSD) and Admin hand books for end users and IT team.
* Created test scripts and handled UAT sessions for new developed features.
* Extensive experience with Salesforce.com configuration, custom objects, Workflows, Validations, approvals and other declarative components.
* As a SFDC BA and Administrator, I independently support more than 500 users, handle daily user issues that require setting up validations, creating workflows, field updates and debugging Apex code.
* As a Salesforce administrator supported large, complex Sales cloud instances that involve working with Account, Standard Account teams, Contact, opportunities etc.
* Worked with Case management, Salesforce to Salesforce connection, Communities and Salesforce Knowledge to support Service cloud instances.
* Worked as a Business Analyst on complex integration projects for Sales and Service cloud.
* Organized requirement gathering sessions analyzed and documented the requirements.
* Experience working with Service Now for service requests, Product backlogs and Kanban boards.
* Worked with various apps from AppExchange, Apttus, BOX, Jitter bit, Zoom info, Data.com etc.
* Experience working with Salesforce lightening
* Hands on with Process Builder, Apex classes and Apex triggers.
* Used Apex Data Loader for importing and exporting large volume of records.
* Used Eclipse and change sets to deploy and migrate work done in Sandboxes
* Created a number of custom Reports and Dashboards for users.
* Worked closely with Solution architect and cross functional teams and coordinated with third party off-shore vendors to ensure on-time deliverables.
* Experience implementing Salesforce Knowledge.
* Worked with Apttus Quote to Cash app. Knowledge of generating quotes, contracts and invoicing flow
* Diagramming tools like MS Visio to create process flows for current and future business processes.

**Technical Skills**:

* **Salesforce.com**: Apex, Visual Force, SOQL, SOSL, Custom Objects, Apex Triggers, Salesforce Lightning (Component, Controller, Helper, SLDS) Workflows, Approvals, Email-Templates, Web Services, Formulas, Validation Rules, AppExchange, Record Types, Mobile, Web service Integration, Custom VisualForce Pages.
* **Salesforce Cloud**: Sales Cloud, Service Cloud, Marketing Cloud, AWS
* **Reporting Tools**: Tableau, Business Objects.
* **Languages**: JAVA/J2EE, APEX
* **Web Technologies**: HTML5, AJAX, JavaScript, XML, CSS3, jQuery, Apache Camel.
* **Database**: PL/SQL, SQL Server, Oracle, MySQL
* **Operating Systems**: Windows, UNIX, Linux

**Professional Experience**

**LPL Financial, Fort Mill, SC (Remote), Aug 2019 – Present**

**Sr. Business Analyst/Salesforce Admin**

**Project**: Developed Salesforce Applications to build Portals for the users where the Portals are used by Business user /stakeholder who can schedule/ manage their project and sales life of product and investment, developed the portal as user friendly for the system.

**Responsibility**:

* Implemented batch classes to provide Data Migration without loss of data/ to avoid corruption of data.
* Worked on my WD cleanup project to identify the object, classes, VF Pages, VF components that needs to be deprecated.
* Worked on flipping the licenses from customized Authenticated website to Overage high-volume customer portal licenses.
* Created Business Requirement Documents, File Interface Agreements, System Requirement Documents in Confluence along with creating User Stories and maintaining agile boards in JIRA.
* Data migrations from a custom object (Partner and Partner Contact) to standard object (Account and Contact).
* Worked on related list data which are pointing to custom objects have been moved to standard objects.
* Worked on identifying the duplicate records on Accounts and Partners, deleting records with no data in their respective related lists.
* Involved in creating gap analysis document, business process and work flows of the organization with respect to Salesforce.com implementations
* Requirement life cycle management on project deliverables
* Defined use cases & grooming, writing user stories
* Facilitated the business stakeholder meeting for requirement elicitation
* Highly agile environment with thriving team
* Worked on migrating from classic to lightning, worked the way based on check readiness reports.
* Created Salesforce.com objects like Cases, Accounts, Contacts, Reports and custom objects.
* Perform business-to-systems analysis and problem-solving analysis of complex functional issues and enhancements.
* Customized and ran Salesforce reports for daily, weekly and monthly reports.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Assisted in Development and supported customer support portal to support eservices, CRM Customer Support.
* Worked on supporting tickets in the following areas: Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Live Agent chat integration on multiple websites, knowledge management configuration.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Used Rest Web Services to flow the Data from Salesforce to Connected App and vice-versa.
* Configured Outlook integration with Salesforce and Integrated Salesforce with Microsoft Outlook to synchronize contacts, events, and tasks.
* Provided daily user support in managing users, creating, and maintaining custom objects and fields, handling bulk data migration and maintenance of page layouts.
* Experienced in schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Well maintained Test Code Coverage and Unit testing for all the codes in the system following the Salesforce limits.
* Involved throughout life cycle of the project. Implemented triggers, Visualforce pages and Components.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Worked on Unit testing, for the customizations and developments done during the project.

**Environment**: Salesforce.com CRM, Lightning, Communities, Apex Language, Visualforce, Pardot , Controllers, Service cloud, Web Services, Workflows, Approval Process, Data Loader, apache camel , Java Script, HTML, CSS, Eclipse, Force.com IDE, Force.com Ant Migration tool, Git.

**Guaranteed Returns, Long Island, NY, Jun 2018 – Jun 2019**

**Salesforce Business Analyst/Admin**

**Project**: SFDC web services and Database map that constructs the complete Cloud Framework for facilitating the creation, updating, maintenance and querying of SFDC cloud-customer details records. Facilitated requirements gathering cross multiple vendors and organization; performed the detailed analysis of functional and technical requirements.

**Responsibility**:

* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity. Onsite point of contact for Salesforce for the inside sales team.
* Developed User Stories Traceability Matrix using Jira to trace each software requirement to test case.
* Adapted team’s process to validate user stories in a scrum model.
* Used the change sets to deploy code between the sandbox and production environments for final implementations and prepared Deployment documents.
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Designed custom formula fields, field dependencies, validation rules, workflows and approval processes for automated alerts, field updates and email generation according to application requirements.
* Expertise in building Visual Force Pages, Visual Force Custom Controllers, Components, Advanced Search Functionality, Custom Objects, Reports, Dashboards, Tabs, Tags and Components.
* Used import wizard for insert, update, of data from Salesforce.com. Used it to read, extract and load data from comma separated values (CSV) files.
* Imported excel based customer information records into accounts, contacts and assets using Data Loader and import wizard.
* Maintained and configured Users, Roles, Page Layouts, custom objects, picklists to support vital business functions and requirements
* Gathered requirements and had a thorough understanding of interpreting customer/client’s business needs and process flows to translate them into operational requirements
* Involved in gathering customer requirements from business user teams spread over customer service
* Assisted Production Support Team, solve the user raised cases on daily basis
* Created various reports (Summary reports, matrix reports, and joint reports), pie charts, dashboards.
* Used Change sets or Jenkins for deployment, once the Component merge has been done in Git and the source is ready, into the other Salesforce instance.

**Environment**: Salesforce, Apex, Visualforce (Pages, Component & Controllers), REST/SOAP API Web Services, Pages, HTML, Java Script, Workflow & Approvals, Reports, Ajax, Custom Objects and Tabs, Data Migration, SOQL, SOSL.

**Moody’s Analytics, New York, NY, Jul 2017 - May 2018**

**Salesforce Analyst (Intern)**

**Project**: Moody’s Corporation helps capital markets and credit risk management professionals worldwide respond to an evolving marketplace with confidence. In the role of a Business Analyst, I was part of a small team integrating Salesforce with a Third party Project management tool called Change point that provides complete visibility into projects, investments and resources for informed business planning and financial control. This project also involves integrating Salesforce with Rally Agile PM tool for seamless connectivity between Change point that maintains projects and Rally that maintains product versions, fixes, enhances and releases. Primarily worked on Case management and Entitlements as part of this project.

**Responsibility**:

* Regular meeting coordination with business users, stakeholders and technical team to understand and deliver required BRDs.
* Creating, upgrading and maintaining functional requirements and design documents in close coordination with Solution Architect designing a solution.
* Configuring and building Salesforce CRM solution based on design document.
* Coordinate and resolve issues and defects raised by QA and UAT team.
* Designed and executed test plans based on the functional requirement scenarios to test the customizations or developments that were done throughout the implementation.
* Offshore coordination with development and QA team.
* Created and configured custom reports and dashboards generating data for business managers to better utilize SFDC as a service tool.
* Created record types and configured respective page layouts for Sobjects to hold different customer segments.
* Used SharePoint to communicate document updates with the implementation team and business users.
* Meeting milestones under extreme tight deadlines and deliverables.

**Environment**: Salesforce Sand box, Full Copy Sand box, Production, Service cloud, SharePoint, Work bench, Eclipse

**Dell Inc., Bangalore, India, Aug 2013 - Aug 2016**

**Salesforce Business Analyst/Admin**

* Worked with multiple Business stakeholders including sales and marketing, Salesforce team, Project stakeholders and key influencers and vendors.
* Understand the business Scope, business requirements. Create roadmap and business goal.
* Performed Gap-Analysis of business implications of applications to the current and future development needs
* Interpretation of requirements into feasible options and communicate options to the stakeholders.
* Prepared and reviewed BRDs (Business Requirement Documents) and translated function clients’ requirements to functional documentation (Function Requirements Documents) FRDs
* Translated conceptual business and user requirements into functional and non-functional requirements document.
* Translated high level requirements into detailed level requirements to be consumed by the development team.
* Conducted Salesforce Application Testing of Validation rules, Triggers, Functional Flows, and Technical Design
* Worked with the IT Development team to configure and customize system solutions to meet business requirements.
* Worked with UX/UI team.
* Analyzed data to ensure features are aligned with product goals/objectives and delivering the most business value
* Responsible for end user demo sessions, knowledge transfers sessions, and training sessions to take feedback surveys and improvement for future business process business and customer needs
* Create acceptance criteria that is clear, concise and actionable and stays within business rules
* Worked with User Experience (UX) analysts to ensure prototypes convey story intent.
* Worked with Dev and QA to understand the boundaries of any given story.
* Contributed to overall definition of strategy and scope, including working with business stakeholders to understand 'why' we are working on something before development begins.

**Business Analyst (Intern), Aug 2013 - Aug 2014**

As an IT Business Analyst facilitated collection of requirements & prepared business requirement documents (BRD) & functional specification documents (FSD)

* Delivered functional & business requirements for Sales and Marketing Operations team
* Prepared FBTR – Functional and Business technical requirements document
* Prepared UAT test cases, UAT plan, post-production validations, resolved UAT issues
* Worked on data migration activities, data mapping and validation rules
* Salesforce - worked on record types, validation rules, triggers, page layouts, visual force pages
* Worked on Salesforce standard objects - Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards & Reports, Supported Marketing operations for reports related to marketing activities
* Worked on CMT- SFDC - marketing campaign data (integration of SFDC with marketing applications)

**Education Details**:

* Master of Science in Computer Information System, Monroe College, NY (USA), 2017
* Bachelor of Engineering in Electronic and Communication, DSI College, Bangalore (IND), 2014

**Certifications**: Salesforce Admin Certificate Admin 201