Sayyid Mazhar

Salesforce Business Analyst

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Skills

CERTIFIED
Administrator

CERTIFIED
Service Cloud
Consultant

- 6+ years of experience as a Salesforce Business Analyst -
- Successfully delivered 3 end-to-end Salesforce projects -
- Proven expertise in Salesforce implementation and analysis

Experienced Salesforce Business Analyst adept at optimizing CRM systems to enhance operational efficiency. Proficient in gathering and analyzing business requirements, implementing tailored solutions, and providing strategic insights. Skilled in collaborating with cross-functional teams to drive successful Salesforce implementations and improve overall business processes.

- ❖ Prepared detailed Business Requirement Documents (BRD) to articulate project specifications.
- ❖ Crafted precise User Stories to outline functional requirements for development teams.
- ❖ Implemented Agile methodologies to maintain project focus, efficiency, and adaptability.
- ❖ Executed comprehensive User Acceptance and regression testing to ensure system functionality and quality.
- ❖ Collaborated closely with the development team, addressing their inquiries and ensuring alignment with project objectives.
- ❖ Swiftly identified and resolved production issues
- ❖ To maintain system integrity and minimize disruptions.
- ❖ Effectively delegated project roles and responsibilities while ensuring adherence to deadlines, facilitating successful project delivery.
- ❖ Lightning Experience
- ❖ Dashboards and Reporting
- ❖ User Training
- ❖ User Support/Hyper care support

Certifications

- ❖ Salesforce Administrator
- ❖ Salesforce Cloud Service

Experience

Arlig Technologies / Salesforce Business Analyst

Duration : Oct 2023 - Jan 2024

As a recently joined Salesforce Business Analyst at Arlig Technologies company, I leverage my expertise in configuring Salesforce to align with business needs. I ensure optimal system performance and integration. I contribute to **change management, user training, and ongoing support**, adhering to governance and best practices while exploring innovative solutions on the Salesforce AppExchange.

PwC India / Salesforce Business Analyst

Duration : June 2022 - Aug 2023

key responsibilities, conducting discovery sessions with clients. Conduct meetings and provide a consultative approach to handle customer queries and client interaction. Prepare BRD. Write **User Stories**. Work closely with the Developer team and handle their queries. Follow Agile methodology. **Perform User Acceptance testing and regression testing**. Troubleshoot production Issues. Delegate project roles and manage Deadlines.

Collabera / Salesforce Business Analyst

 Duration : Sept 2021 - April 2022

key responsible person in handling data migration projects. Conduct meetings with clients to elicit requirements. Prepare **BRD**. Write **User Stories**. Work closely with the Developer team and handle their queries. Follow Agile methodology. Perform **User Acceptance testing**. Troubleshoot **production Issues**. Delegate project roles and manage Deadlines.

Btrees Technologies / Salesforce Business Analyst
Duration : Nov 2017 - Sept 2021

Facilitated and led group discussions to elicit requirements. Perform security Configurations Troubleshooting Production issues Perform User Acceptance testing. Handle client issues and perform debugging. Customize various Custom and Standard objects.

Projects

Account: Exide India, Limited [Duration: Aug 2022 to Mar 2023**]**
About: India's largest battery manufacturer and seller.
Description: Implemented Service cloud's field service implementation to handle their customers, dealers and channel partners.

Account:Aditya Birla Housing Finance Limited [Duration: Mar 2023 to Aug 2023**]**
About: ABHFL, lends individuals and non-individuals their different products like home loans and corporate loans.
Description: Implemented Lead management system, for ABHFL using sales cloud.

Account: **Internal Product (Financial Application)** [**Duration**: Nov 2019 to Mar 2020]
About: Internal Product 2WL/4WL for Loans
Description: Mobile app for 2WL/4WL loan for new and pre-owned vehicles

Account: Pluralsight [Duration: Sep 2021 to April 2022**]**
About: Pluralsight has acquired A CLOUD GURU(ACG) an instructor based online tutorial, it has nearly 70 million accounts.
Description: Revamp of salesforce org and Data migration from ACG salesforce instance to Pluralsight salesforce instance.

Account: Bright Horizon [Duration: Oct 2023 to Jan 2024**]**
About: Bright Horizons is a United States–based child-care provider and is the largest provider of employer-sponsored child care. It also provides back-up child care and elder care, tuition program management, education advising.
Description: **:**Implemented Service Cloud features such as Omni-Channel and Knowledge Articles, enhancing our customer service capabilities to streamline service requests. These

implementations ensure a more efficient and responsive approach in addressing customer inquiries and delivering top-notch service.

Account: HNS [Duration: Nov 2017 to Nov 2019**]**
About: HNS is Education organization
Description: HNS is Education organization, where we build solutions like Admission Process, Course Planning System, Faculty Recruitment Applications, we are developing and maintaining all the applications end to end.

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Educational Qualification

M.Tech / Computer Science

Jawaharlal Nehru Technological University, Hyderabad, TL

Duration : 2012 - 2014

Bachelor of Engineering / Computer Science

Visvesvaraya Technological University, Belagavi, KA

Duration : 2005 - 2010