Ilya Selsky

salesforceselsky@gmail.com

‪**(925) 257-4077‬**

Senior Business Analyst, Product Owner, Salesforce Certified Administrator

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Summary:**

Product Owner, Business Analyst, Product Manager, with over 20 years of experience in business analysis, testing and project implementation in both startup and large company environments. Strong analytical and problem-solving skills and a proven track record of continual business process improvement and team building skills. Diversified experience as a Business Analyst, Test Lead in Sales, Service, Marketing, Finance, SCM, HR, requirements gathering, use cases, user stories, backlog, user training, QA, E2E scenarios, UAT, test planning & execution, defect management. Excellent team player with great communication and people skills. Result oriented, hardworking, supportive, reliable and fun to work with. Strong experience in Pharma, Biotech, FMCG, Retail, Professional Services, Technology industries.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Technical Summary:**

Salesforce: Salesforce Marketing, Sales, Service, Community Cloud, Financial Force, Apttus CLM, CPQ, Einstein, Data Loader, EDS, Clinical Trials, Eloqua, Iqvia

AppExchange: Docusign, Dataloader, Conga, Ebsta, Data.com, Apttus, CPQ, CLM, Apex, Visualforce

ERP: Workday, SAP S/4HANA, SAP R/3, ECC 6.0, ECC 5.0, 4.7 Enterprise, 4.6C, 4.0B, SAP Portal, SAP PPM, JD Edwards, PeopleSoft, OBIEE, Oracle Financials 11i, MS Dynamics, Axapta, Navision, NetSuite

Quality: SAP TAO, HP ALM, ClearQuest, FileMaker Pro, Remedy, Jira, Appirio CMC, Quality Manager, IBM Rational Test Lab Manager, ClearQuest, JIRA, IQ/PQ, CSV, FDA, GAMP, GXP, Veeva Vault

Databases: SOQL, Oracle 11, Oracle PL SQL developer, MS SQL Server 7, Access, File Maker Pro, DB2

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Experience:**

**Genentech www.gene.com**

**Salesforce Business Analyst**

**August, 2017 – present**

* Salesforce Sales, Marketing, Service Cloud, FinancialForce, Salesforce Communities, Eloqua, Iqvia, Apttus CPQ, CLM, Health Cloud, Workday, Veeva implementation, business analysis, testing, configuration and support.
* As a Product Owner, Responsible for product backlog, supporting scrum sprint planning, development, testing and acceptance by the business.
* Reporting directly to VP of Enterprise Application Services (EAS). Collaborating with senior leadership from other shared services and IT groups to develop and optimize Microsoft Dynamics strategic and operational excellence capabilities (organization, process, and tools/systems) to support and grow the business, and is accountable for providing process, application, and project management leadership for the SAP systems.
* Responsible for directing Microsoft Dynamics, Salesforce: Salesforce Sales, Service, Community implementation, enhancements, user support and on-going application support and operations service teams. Accountable for effectively working, managing, and leading internal employees and external contractors and working effectively with Group and other shared services IT leaders.
* Demonstrating and delivering proficient knowledge of SDLC, Application Portfolio Management, Software Engineering, Release Management, and Project Management methodologies.
* Strong understanding of architecture, infrastructure and system quality attributes.

**Bio-Rad, Hercules, CA www.bio-rad.com**

**Business Analyst**

**July 2016 – August 2017**

* Salesforce Marketing, Sales, Marketing, Service Cloud, Health Cloud, FinancialForce, Salesforce Communities, Eloqua, Apttus CPQ, CLM, Workday, Veeva Vault business analysis, implementation, analysis, testing, UAT, user training, configuration & support. BRD, PRD, SRS Documents.
* As a Product Owner, Responsible for product backlog, supporting scrum sprint planning, development, testing and acceptance by the business
* Standard and Custom Objects configuration, Workflow/Process Automation, Data Management, Activity Management and Collaboration, Security and Access, Service and Support Application, User setup and management, Desktop and Mobile Administration
Organization set-up and management, Analytics - Reports and Dashboards
* Responsible for the support and integration with Salesforce and SAP.
* Providing system and process support for the forecasting and distribution planning users in their day to day operations, reporting needs and other internal customer enquiries.
* Supporting, testing and implementing bug fixes as well as enhancements to interfaces to
* Microsoft Dynamics, SAP ERP, SAP HANA, SalesforceVeeva Vault, Apttus, CPQ, CLM.
* Developing and maintaining reports using company standards.
* Helping collect, analyze and document user requirements.
* Analysis of data to identify issues and propose corrective actions.
* Monitoring and correcting automated processing functions.
* Assisting in the global planning, design, programming, testing and implementation of manufacturing and other initiatives.
* Frequent communication with business users, functional consultants and developers
* Facilitating training/knowledge sharing sessions related to system functionality.
* Coordinating between local IT and offshore vendor to provide resolution of issues.
* Hands on experience with Salesforce implementations, testing & support.
* Demonstrated strong technical and functional proficiency in Salesforce administrative tasks including, and not limited to: Profiles, roles, security, workflows, validation rules, triggers approvals, advanced formulas, custom objects, reports, and dashboards.
* Documented and analyzed processes, procedures, and/or policies.
* Demonstrated the ability to manage multiple and often changing priorities.
* Showed the ability to analyze and solve complex problems as well as provide documentation, guidance and instruction to users.
* Communicated effectively with different levels within the organization as well as collaborate with cross-functional business partners and technical teams.
* Demonstrated ability to learn and embrace new technologies, applications, and solutions.

**UAT Lead Responsibilities:** Assigned to be Test Lead during (SIT and UAT), worked closely with Project Managers & Business Users to test Salesforce: Salesforce Marketing, Sales, Service, Community cloud and integrated applications. Coordinating and facilitating the testing and defect resolution process for Salesforce deployment. Working with the project team and representatives from the business, assisting to develop test scenarios based upon business requirements, writing test cases, executing tests on various applications, documenting test results and analyzing reported defects. Supporting test execution. Managing test schedule and prioritization. Leading defect resolution and change requests by working collaboratively between business and technical resources. Test Design based upon written application requirements. Test Automation coordination. Test case preparation. Test requirements upload to HP ALM. Test data preparation. Test Execution during test cycles (ITC1, ITC2, UAT), Test Results analysis.

**State of California, Sacramento, CA www.ca.gov**

**Senior Business Analyst / Product Manager**

November, 2011 – June, 2016

**ERP Program:** Integrated Accountability, Organizational Management and Personnel Administration, Financial Plan to Report, Billing to Collections, Procure to Pay – Procurement, Procure to Pay – Travel Management, Procure to Pay – Accounts Payable, Acquire to Retire, ash to Investments.

* Established all Program & Project Management standards, tools and processes to be employed on strategic projects
* As a Product Owner, Responsible for product backlog, supporting scrum sprint planning, development, testing and acceptance by the business
* Hired, Led and Managed all resources within the ERP Program (SAP and Salesforce)
* Ensured that project activities, milestones and deliverables are well planned by the Business leaders, Program & Project Managers
* Established a Release Management capability for newly implemented SAP
* Ensured that project managers identify and escalate roadblocks or issues that threaten the successful completion of a project and ensure they are successfully resolved
* Developed successful working relationships with internal leadership: Finance, SCM, Sales,
* Ensured projects adhere to the company’s base Quality Governance process guideline
* Supported empowering tools for quality assurance, business req., project management
* Established and implemented metrics that measure project performance.
* Conducted periodic project audits.
* Worked as a liaison with the business relationship managers and business analysts, testing team supporting the functional areas
* Established a training & continuous learning environment to build skills &capabilities
* Facilitated a work environment that fosters and supports ethical decision-making and actions by motivating, promoting and modeling ethical behavior.

**The Clorox Company, Oakland, CA www.clorox.com**

**Systems Analyst**

June, 2010 – November, 2011

* + Administration and analysis of the Salesforce environment; responsibilities include customizing and implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, workflow, validation rules, approvals, dashboards, reports, etc.
	+ Managed the queue to provided prompt support to end users to resolve issues with Salesforce and related applications.
	+ Interfaced with end users to understand feature requirements and/ or address support issues and work collaboratively with our Analyst and Development teams on more complex requests & issues.
	+ Identified business risks, inefficiencies, issues and opportunities related to Salesforce application administration.
	+ Created documentation, maintained standardization and looked for ways to continuously improve processes & procedures.
	+ Managed implementation, integration and support of Salesforce systems.

**Education:** Moscow University of Management: BS, Economics/ Information Technology, 1999. Golden Gate University: MCP, Microsoft Certified Professional, 2000.

Certified Salesforce Administrator, 2018.