

# Shruti Gupta

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## Objective

Experienced professional with 3 years work experience majorly in the Business Analysis domain. Shaping effective Salesforce solutions for US government clients. Skilled in requirements gathering, customisation, and collaboration with cross-functional teams. Proven ability to manage complex projects and deliver results within tight schedules. Seeking to leverage expertise in enhancing processes and contributing to organisational success.

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## Skillset

- Customer Objection Handling
  - User Trainings & Technical Recommendations
  - Requirement Analysis
  - Salesforce Proficiency
  - Client Presentation
  - User Acceptance Testing (UAT)
  - Agile Methodology
  - Stakeholder Collaboration
  - User Story Development
  - SCRUM
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## Work History

**2021-09 - Current**

**Business Analyst Consultant**

**MTX Group Inc, Bangalore**

- NYC Humanitarian Emergency Response and Relief Centres

I played a pivotal role in spearheading and supporting a significant U.S. government project, engaging in critical activities such as conducting UAT calls with clients, gathering requirements, and defining tailored Salesforce solutions. My responsibilities extended to providing comprehensive training sessions for both team members and clients, ensuring alignment with project objectives. Facilitating end-to-end software feature delivery, I adeptly coordinated with onshore and offshore teams amidst diverse time and resource constraints, consistently prioritizing software quality. Additionally, I oversaw meticulous

system and regression testing processes, diligently tracking defects and refining process flows through detailed mockups. My contributions also included providing unwavering UAT support, managing a total of 10 monthly releases within the framework of a \$30 million project. Through my leadership and dedication, I ensured the successful execution and delivery of key project milestones.

- **NYC DSNY Commercial Waste Carter Management**

Designed Salesforce solution for waste management, fostering community engagement with the team. Collaborate cross-functionally with developers, QA, and project management. Actively participated in requirement gathering sessions with formulating and executing user stories, conducting system demos in UAT with drafting 300+ test cases for 1 release. Facilitated process flows. Project valued at \$1.4M.

- **NYC DoITT - G2G - Groceries to Go**

I played a key role as a Salesforce Business Analyst in the NYC DoITT - G2G (Groceries to Go) project, designed to benefit eligible NYC Care members. The initiative provided monthly credits for online grocery purchases, offering the convenience of pickup or delivery. Participants enjoyed a 50% discount on fresh fruits and vegetables when utilising their credits. My contribution included the implementation of a Service Cloud CRM, introducing a calling feature for customers. This impactful project, valued at \$315k USD, not only enhanced accessibility to essential groceries but also streamlined customer interactions, exemplifying our commitment to community welfare through innovative solutions.

## **Tech Mahindra**

### **Amazon Customer Support Associate (North America Region)**

**2021/05 - 2021/08**

I contributed to Amazon Customer Support in the North America region for three months, engaging with customers, addressing inquiries, and ensuring a seamless experience. My role involved understanding diverse customer needs, resolving issues, and upholding Amazon's high service standards. This experience sharpened my communication and problem-solving skills while providing valuable insights into customer interactions within the North America region.

## **TLC DigiTech**

### **Club Ambassador**

**2021/01 - 2021/04**

For four months at TLC Digi Tech, I excelled as a Sales Club Ambassador, specialising in the promotion and sales of hotel memberships. Engaging customers with effective communication, I met and exceeded sales targets, fostering valuable customer relationships. My role contributed to the overall

growth of the sales team, showcasing my dedication to achieving exceptional results in the dynamic realm of hotel membership sales.

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## Education Details

Degree	Year of Passing	University/ School	CGPA/ Percentage
Bachelor's of Engineering, Computer Science	2021	Rajiv Gandhi college of Engineering & Research	7.6 CGPA (first division
HSC (MSBSHSE)	2017	Dinanath High School & Junior College	62.31%
SSC (MSBSHSE)	2015	J. N. Tata Parsi Girls' High School, Nagpur	88.60%

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## Certifications

2022-11 Salesforce Certified Administrator

2022-11 Salesforce Certified Omni Studio Consultant

2023-04 Salesforce Certified Business Analyst

2023-06 Salesforce Certified Service Cloud Consultant

2023-08 Salesforce Certified Sales Cloud Consultant

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## Accomplishments

MTX Above & Beyond (Business Analyst) (10/22)

MTX Above & Beyond (Business Analyst) (02/24)

MTX Team Excellence Award (NYC OTI - HERRC)

