

# Saifali S Nabbuwale

## Salesforce Business Analyst

Innovative and solutions focused IT professional having 2+ years of experience in coordinating, assisting projects and automating dashboards. An accomplished and fluent communicator with problem understanding, enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

### Experience

**TrueBlue Consultancy India (Contract)** **Sep 2020 – Nov 2020**  
**Customer Services Associate at DELL Hyderabad Telangana**

#### Roles and responsibilities:

- Respond promptly and professionally to customer inquiries in person, by telephone or email
- Document customer interactions when necessary, compiling documents and forwarding information to interested parties
- Explain clearly in response to customer questions and check for customer understanding and acceptance
- Assist clients by demonstrating the use of products and answering any questions they may have

**BRIDGEi2i Analytics Solutions** **July 2017 – Sep 2019**  
**Analytics Consultant, Bengaluru Karnataka**

#### Roles and responsibilities:

- Collecting requirements from Business and updating status on scrum calls
- Business requirements documentation and communication
- Collecting data from different sources and transforming data into required format
- Collaborate with stakeholders to respond to queries and concerns regarding project details
- Provide timely project status updates to the Project Manager
- Conducted project kick-off meetings, defined project objectives and scope, tracked risks, assumptions, and managed detailed project schedules
- Perform User Acceptance Testing before delivering dashboards
- Worked closely with project manager for planning projects and preparing documents
- Demonstrated history in handling sensitive and confidential data
- Provide support to clients and stakeholders for any kind of issues
- Conduct daily stand up meetings at the beginning and end of the day as a part of agile practice

### Personal Info

saifsn@gmail.com

+91 9986932478

Dharwad, Karnataka, India 580008

[LinkedIn](#)

### Certification

Certified Scrum Master (Scrum Alliance)

Certificant ID: 001142287

### Skills

- Salesforce Admin (ADM 201)
- Documentation
- Project management and Coordination
- Good communication
- User Acceptance Testing
- Intermediate Microsoft Office skills
- Analytical thinking and problem solving
- Team-management and leadership skills
- Strong and timely follow up

### Education

#### Master of Computer Applications

R V College of Engineering Bengaluru

2014 – 2017

#### Bachelor of Computer Applications

JSS College Dharwad

2011 - 2014