Amogh Sharma
469-347-4751 | amoghsfdc@gmail.com | www.linkedin.com/in/amoghsharma

SUMMARY

Certified Salesforce Administrator, Developer and App builder with 7 years of experience. Specialize in many aspects of Salesforce, including process automation, case management, opportunity management, and experience with the sales, service and marketing clouds, amongst others. Additionally, created triggers and classes to further customize of the platform when out of the box functionality was not sufficient.
In addition, I have experience as a Business Analyst, Quality Lead, and Support role, giving me a solid understanding of business needs and how to increase end-user adoption and creating scalable applications and components.

TECHNICAL SKILLS

Certifications	Salesforce Certified App Builder | Salesforce Certified Admin | Salesforce Certified Developer
Languages	Apex, NoSQL, HTML, JSON
Tools	Talend, Data Loader, WSDL, GitHub
Environments	Saleforce.com platform, Force.com Sites, Salesforce Marketing cloud, Marketo, Apex Data Loader, Workbench, Visualforce Pages, Service Cloud, Sales cloud, App Exchange and Salesforce Chatter, Batch Apex Interface, SOAP, REST, CPQ
Methodologies	Agile, Scrum, OOAD, UML, RUP (Rational Unified Process), RAD, Business and Data Modeling.

PROFESSIONAL EXPERIENCE

Nevro - Redwood City, CA - Salesforce Business Analyst　　　　　　　　　　　　　　　　　　　Apr'2020– Present

- Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
- Execute solution design activities such as data mapping, object modelling, page layout design and rule logic definition in the context of the Salesforce application,
- Provide deployment, training, and change management support to business users.
- Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements
- Trains and provides ongoing health cloud migration support and development to CRM data stewards globally.
- Manage functional testing cycles including test planning, script development, status reporting, and test execution
- Troubleshoot and facilitate issue resolution by suggesting techno-functional workarounds.

Autodesk – San Francisco, CA - Salesforce Business Analyst　　　　　　　　　　　　　　　　　　June'2019– Mar'2020

- Managed the database with 6500 active users and performed basic administration, de-duping and cleanup procedures.
- Develop effective data management processes and data governance.
- Identify and develop solutions and answers to users' difficulties, determine the technical and operational feasibility of their solutions, as well as estimate the costs to develop and implement the solutions.
- Shepherding our efforts around Business architects and stake holder interviews to create gap analysis documents and Business Requirements documents.
- Managed and road-mapped integrations like Marketo and multiple vendor integrations.
- Lead overall UAT testing and assist business users with functional processes and collecting feedback from stakeholders.
- Supported overall Quality Assurance efforts and deliverable including Test planning, resource allocation and Task assignment, Test tool set-up and user training.
- Work closely with the Development team to understand business flows and logic then assist the development team in configuring the CRM and building custom lightning components.
- Contributes to the planning and execution of designing Salesforce Solution for a new product.
- Support and provide recommendations to the Director of Sales, and VP of Services by tailoring Salesforce.com to meet agile business needs by managing Sprint planning, Sprint Demo, Sprint Retrospective.
- Implemented security and sharing rules for different users at different levels of the organization.
- Experienced in executing SOQL queries on the workbench to view successful transactions of data and validating file submission on lead.
- Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
- Performed data scrub activities through the Apex Data Loader in non-production sandboxes.

Tech Mahindra – Delhi, India- Sr. Salesforce BA/Admin　　　　　　　　　　　　　　　　　　　Sept'2018– May'2019

- Interacted with various businesses, users' group to gather the requirements for Salesforce implementation and documented the requirements.
- Implemented end to end Test process for the client starting with Test Strategy, Test guidelines, Test flows to Test cases.
- Interacted with testing and the development teams for testing the code and worked on the integration of a third-party system Pega.
- Work closely with sales management to solve various issues related to Workflow rules, Visual Flow, Process builder, Custom

Fields, Tabs, Record Pages, Page Layouts, Record Types, Reports and Dashboards, and other Salesforce Administrative functionalities.
- Executed various levels of unit, integration, regression and User Acceptance (UAT) using test cases to prove that systems conform to specifications of business and quality requirements.
- Responsible for managing and assign responsibilities to Quality analysts and setting expectations and review process.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages to suit the needs of the application.
- Created and maintained various Salesforce.com reports to assists managers, analysts, and project engineers with managing the network and completing trend analysis.

FordDirect.com - Dearborn, USA- Salesforce Business Analyst   May'2015 – Mar'2018
- Support enterprise organization with 1000 + users.
- Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules, and actions, etc.
- Implemented picklists, dependent picklists, lookups, junction objects, master-detail relationships and formula fields to the custom objects.
- Build and integrate master data extensions within the Marketing Cloud.
- Worked with business, marketing, analytics, and technology teams to execute development and advanced configuration activities within the Marketing Cloud platform.
- Designed and Implemented contract management solution leveraging Conga with template automation and quotes creation.
- Responsible for performing general administration duties, including configuration changes, security, role hierarchy changes, and profile creation and modifications, controlling data access and security, and maintaining data with Salesforce tools and reporting as well as Data Loader.
- Ensured change management procedures are followed for all new code and features, utilizing sandbox environments and change sets to ensure the production environment does not suffer any defects relating to development.
- Worked on many 3rd party apps like Simple Survey, Map anything, Conga.
- Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
- Analyze and design databases within an application area.

QA Infotech - Noida, India – Salesforce Support   Jan'2013 – July'2014
- Administer the Salesforce platform including user setup, security, sharing rules, profiles, roles, groups, and queues.
- A Key player in implementing DocuSign and integrating the system with Salesforce.com and our existing business processes, as well as template building, merge fields, and general DocuSign system administration.
- Implement enhancement such as custom objects, fields, links, formulas, processes, page layouts, and workflow rules.
- Develop and create customized views, reports, and dashboards.
- Provide ongoing support to all Salesforce users by effectively logging, tracking and prioritizing issues through case records to ensure resolution.
- Conduct testing on changes to Salesforce sandboxes deployment including managing multiple sandbox instances.
- Implementing visibility rules established within Salesforce.com. The context user should only be able to view the campaigns, which are visible to him via standard Salesforce UI.
- Worked on workflow rules & approval processes and customized the Messages & Alerts on the Home page.

EDUCATION

University of Texas - Dallas	M.S in Information Systems	May'2016
Guru Gobind Singh Indraprastha University – Delhi, India	Master's in Computer Applications	June'2013
Guru Gobind Singh Indraprastha University – Delhi, India	Bachelor's in Computer Applications	June'2010