Armanpreet Kaur

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WORK EXPERIENCE

Business Analyst & Project Manager
Dylan Gray Consulting (03/2023- Present)

- Gather business requirement and document in action tracker.
- Prepare a demo for new clients corresponding to conga contract functionality and walk them through the standard feature provided within conga package
- Prepare UML diagram using draw.io tool to understand the flow of the business better
- Prepare use cases and add them in action tracker, assign to developer
- Schedule daily standup call for project overview and update action tracker (Asana/Jira)
- Identify any issues faced by client and fix them
- Prepare training documents for client's users
- Follow up client on regular basis.
- Have an understanding of REST API's JSON format parameters
- Provided salesforce admin training to clients

Salesforce Business Analyst
360 Degree cloud Technology Pvt Ltd (07/2019-12/2022)

- Business requirement gathering & handling solution designs to the client
- Prepare legal NDA document for an agreement between company and stakeholder before start of project
- Preparation of exhaustive Business specification document as part of SDLC

CAREER OBJECTIVE

Aspiring business analyst with 7 years of experience looking for position with a progressive organization with strong values and mission to help the customers in the development of their business.

SKILLS

- Business Analysis
- Client Demos
- Client Relationship Management
- Solution Architecture
- Project Management
- Release Management
- Agile/Scrum
- Jira/Monday.com/Asana
- QA testing
- MS Word/MS Excel/MS Powerpoint
- Basic Java
- SQL
- Salesforce Admin
- Salesforce CRM
- Sales/Experience/Service cloud
- Salesforce mobile app
- Software development lifecycle
- Data flow diagrams
- Conga contract for Salesforce
- Conga contract Standalone
- Conga sign

- Research and identify the areas for improvement and recommend solutions
- Analyze risk associated with product enhancements and delivery as per client's requirements
- Prepare the use cases based on various business scenarios and share with the stakeholder for discussion
- Prepare the test plans and execute of functional, system integration, user acceptance testing and regression testing
- Create and deliver presentations and training materials to various stakeholders
- Create weekly/daily standard reports to track the project timelines using Salesforce
- Provided salesforce admin training to clients
- Expanded the knowledge area while working on multiple projects within Salesforce from custom solutions to integrations with third parties and building app exchange apps (Blitzz, Techsee, EatEngage)
- Make a repository of all documents within SharePoint to store the documents and provide relevant access to the stakeholders or the team

Business Analyst
DXC Technology (Manulife project)(02/2017- 06/2019)

- Managing business requirement gathering and providing solution designs for leading Japanese financial services group for their new foreign currency annuity product
- Monitoring exhaustive Business Specification Document, and Deferred & Immediate Annuity Resolving client issues and providing payouts, surrender charges, beneficiaries, forecasting, and valuations
- Analyzing various risks associated with product modifications and ensuring delivery per client's deadlines
- Developing proposal through feasibility analysis and highlighting the cost, time and efforts associated with it
- Supervising new product launches, supervising multiple products, project tracking, estimation, resource allocation, and risk management associated with the product
- Creating product backlog, defining demo acceptance criteria, designing user stories and driving Scrum Demo meetings to ensure correct implementation of features

EDUCATION BACKGROUND

Guru Nanak Dev University BTech in Computer Science (2012-2016)

SOFT SKILLS

- Fluent
- Good in writing
- Adaptable to any environment

CERTIFICATION

Salesforce Admin certified