Dhananjay Dubey

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PROFESSIONAL SUMMARY

7X Salesforce Certified Business Analyst, Admin and Quality Assurance Professional with adept knowledge of the Salesforce.com CRM Platform. Possess great analysis, troubleshooting and reporting skills with an experience of 6 years in the industry.

SKILLS

- Avid Learner
- Meticulous and Diligent
- Good Written and Oral Communication
- Problem Solving

EDUCATION

Amity School of Engineering and Technology (Amity University)
Noida, UP • 05/2017

B.Tech: Computer Science
- Summer Internship : Search Engine Optimization at ROI Mantra Pvt. Ltd
- Completed Management Course "Six Sigma Green Belt"
- Member of Mozilla Developers Group India
- Participated in yearly technical conferences in college

CERTIFICATIONS

- Salesforce Associate
- Salesforce Administrator
- Salesforce Adv. Administrator
- Salesforce Platform App Builder
- Salesforce Business Analyst
- Salesforce Sales Cloud Consultant
- Salesforce Service Cloud Consultant

WORK HISTORY

Accenture – **Salesforce Administrator**
Pune, Maharashtra • 08/2019 - Current

- Designed and setup Salesforce Custom Objects, Standard Objects while also structuring user roles and profiles
- Configured page layouts, record types, fields and validations
- Composed global actions and publisher layouts primarily focusing on the needs of the specific Sales Reps for Salesforce 1 mobile roll-outs
- Developed Reports and Dashboards including Custom Reports, both in Classic and Lightning for outlining key sales metrics for the management
- Worked on Automation Tools of Salesforce like Process Builders, Workflows, Flows, Approval Processes
- Proficient in setting up Audit Trails, Event Monitoring, Login IP Ranges, Multiple Currency, Advanced Currency, Territory Management for short business requirements
- Competent knowledge about both the business flows in the Sales and Service tracks involving Leads, Opportunities, Accounts, Contacts, Cases, Contracts, Entitlements & Assets
- Worked closely with other business analysts, development teams and infrastructure specialists to deliver high availability solutions for mission-critical application
- Aided in resolving incidents pertaining to Data Security in Salesforce such as Role hierarchy, Custom Settings and Sharing Rules

Accenture – **Senior Quality Engineering Analyst**
Pune, Maharashtra • 02/2018 - Current

- Single Handedly analyzed, tested and successfully helped in zero defect delivery of three major projects namely Term Cloud, Victor Ops and Opportunity Management which lead to
- Successfully delivered business stories with zero defects in Production, post Smoke & Regression Test
- Accomplished meeting timeline for delivering stories in both Waterfall and Agile Models
- Drove regular meetings with BSAs and business for eliciting and breaking down requirements for test planning, Regression and UAT test script preparations
- Highlighted potential risks to business well in time and also suggested solutions to mitigate them
- Effectively documented compound flows for clients and took responsibility of grooming new resources thereby easing their transition in project
- Communicated technical risks and benefits to management and key stakeholders
- Tested functionalities revolving around Customer Portal in Salesforce and successful delivery without any defects leaked into production .

Accenture – **Salesforce Business Analyst**
Gurugram, Haryana • 06/2020 - Current

- Proven Salesforce Business Analyst with a comprehensive understanding of business processes and a track record of successfully aligning Salesforce solutions with organizational objectives.
- Adept at eliciting and documenting business requirements, conducting gap analysis, and translating complex business needs into effective Salesforce solutions.
- Skilled in collaborating with stakeholders to streamline workflows, optimize user experience, and drive business efficiency.
- Committed to delivering high-quality solutions that enhance business productivity and drive strategic growth.
- Proficient in Salesforce configuration, customization, and integration, ensuring seamless implementation and user adoption.
- Possess strong analytical and problem-solving skills, coupled with excellent communication abilities to bridge the gap between technical and non-technical stakeholders.