



# Saloni Dasondi

Senior Business Analyst

## Contact

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### WWW

<https://zety.com/profile/saloni-dasondi/404>

## Technical Profile & Competency

Business Analyst

Salesforce Sales Cloud, Service Cloud, Marketing Cloud.

Backlog Grooming.

User Story Development and Management.

Functional Document creation from BRD.

Requirement Gathering.

Enthusiastic Business Analyst and dedicated employee with integrity, strong work ethic and great leadership skills.

Salesforce Business Analyst with 8 years of experience analyzing business needs and roadmaps.

Having sound hands on on Sales Cloud, Service Cloud and Marketing Cloud.

## Work History

2020-10 -  
Current

### Salesforce Business Analyst

*Cognizant, Hyderabad*

- Understanding and analyzing the current business through client interaction.
- Responsible for user story creation.
- Reviewing UI/UX screen.
- Analyzing the Customer issue and explaining to development team.
- Performing end to end UAT and Functional Testing.
- Closely working with Business Team.
- Providing support, training and demo to end users.
- Resolving Production issues.

2019-11 -  
2020-09

### Salesforce Business Analyst

*S&P Global*

- Understanding and analyzing the current business through client interaction
- Working with Scrum team, and product owner
- Analyzing and understanding client's business needs and translating it into User Stories for better implementation
- Analyzing the gaps, if any, and proposing best-fit solution, technology-wise and user friendly
- Involved in Salesforce Admin activities like Security setup, setting up Workflows, Process Builders, Data Load activities (also experienced in Knowledge Article Data Category Data load), User setup, Environment setup, Reports and Dashboards, etc
- Occasionally involved in Testing team.
- Assisted the testing team to define test conditions relevant to the project requirements.

Technical and Functional Discussion with all stakeholders.  
Functional Documentation.  
User Acceptance Testing.  
SDLC  
Agile.  
Flow Diagrams.  
Review end-to-end coverage for functional requirements.  
Salesforce Administration.

## Languages

English, Hindi

Nationality : Indian

2018-03 -  
2019-10

### Member Technical

*CDK Global, Hyderabad*

- Worked as Salesforce Admin and responsible for Salesforce configuration
- Coordinated between Business Teams, Process Owner and Salesforce Team
- Managed functional areas of data management
- Used Data loader to upload the large volumes of data in Salesforce.
- Experience in Salesforce Lightning Customization.
- Develop & maintain all reports, dashboards, workflows & sharing rules within Salesforce.com to improve visibility to activities, pipeline & forecast
- Provided technical support and troubleshoot application related issues

2014-06 -  
2018-01

### IT Associate

*Bajaj Finserv, Pune*

- Responsible for review and designing of the test cases.
- Involved in Salesforce Application Testing.
- Creating bug on bug reporting tool Bugzilla.
- Responsible to Creating the Test cases.
- Responsible for explaining bug to Dev team, activity worked with development team.
- Performed UAT testing, Functional testing, regression testing.

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## Education

2008-07 -  
2012-04

### Bachelor of Engineering: Computer Science

*RGTU University - Indore*

Percentage : 69

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## Certifications

Salesforce Certified Force.com Administrator (ADM 201)

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## Additional Information

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- HSC (12th), 2008, M.P. Board 69%.
- SSC (10th), 2006, M.P. Board 76%.