Amrata Shet
Salesforce Business Analyst/Developer

📞 +91 (932) 921-5364   ✉ amrata26@gmail.com   📍 Raipur, Chhattisgarh 492001

CAREER OBJECTIVE

Salesforce Business Analyst/Developer with 5 years of experience in excellent understanding, analysing and documenting in Salesforce.com CRM Platform, Apttus CLM Development , Force.com platform with Business Requirements, Functional Specifications, Business Process Flow, Business Process Mapping and Modelling.

PROFESSIONAL EXPERIENCE

Mar 2020-Present

Salesforce/BI Developer
Solution Soft INC, Schaumburg, IL

- Development planning involving requirement gathering from internal employees, user groups and higher management on a weekly basis and translate requirements into action plan with milestones and deliverables.
- Utilized Power BI, Tableau to create various analytical dashboards that depicts critical KPIs such as legal case matter, billing hours and case proceedings along with slicers and dicers enabling end-user to make filters.
- Created SQL queries used to data audit financial source table against reporting destination table using Microsoft BI Tools.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
- Designed and developed Apex Program, Apex Triggers for various functional needs in the application.
- Setting up Customization of APTTUS product configuration and quote application according to needs assist in administering and monitoring the company, Salesforce CRM and Salesforce CPQ application.
- Involved in quality assurance phase planning, coordination an implementation of QA strategy, Test Plan and Test Procedures for overall project.
- Served as a liaison between the development & business requirements teams and between development and QA teams.
- Actively contributed and engaged the team throughout the scrum/agile process in daily stand-ups, product backlog refinements, Sprint planning, Sprint review and Sprint retrospective sessions.

Nov 2018-Feb 2019

Business System Analyst
Penny Mac Loan Services / Moorpark CA

- Articulating business requirements from user interviews, and discussions with SME's to define AS-IS and TO-BE process.
- Working for loan origination system, defining requirements, testing and facilitating meetings with Seniors Managers, vendors and subject matter experts (SME) along with identifying conditions with documenting packages for specific products, business channels or other unique identifiers.

CERTIFICATIONS

Scrum Master Accredited Certification

Certified Salesforce Administrator (ADM 201)

Certified Salesforce Developer (DEV 401)

Certified Salesforce Platform App Builder (WI21)

EDUCATION

Degree - Master of Science in Information Technology Management

University - Campbellsville University, Campbellsville, Kentucky, USA

Year - 2018-19

CPI - 8.75

Degree- Bachelor's in Computer Science and Engineering

University - Chhattisgarh Swami Vivekanand University, Bhilai, CG

Year - 2011-15

CPI - 7.64

- Develop UAT test plan, test cases to ensure testing is done within the Customer Management department fulfilled by the application with using tools like API and verify user stories.
- Typed documents such as correspondence, drafts, memos, and emails, and prepared 3 reports weekly for management.
- Conducted office management and emergency preparedness orientation to provide special skills and test specific emergency plan components.
- Designed various Webpages in Visual Force for functional needs within Salesforce.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
- Involved in Unit Testing and Test Coverage for Triggers.
- Collaborated on all stages of systems development lifecycle, from requirements gathering to production releases.
- Created and maintained Meeting Minutes/Issues Log and ensured timely resolution of all items.
- Writing SQL queries to validate data movement between different layers in data warehouse environment.
- Created the Custom fields for sales force CRM content management.

SEP 2015 – NOV 2017

Business Analyst / Engineer
Astra Microwave Product Ltd/ Bengaluru

- Conducted JAD sessions, Questionnaire, Interviews with stakeholders to gather the requirements.
- Designed and Develop Front end UI land up screen. On-Site Acceptance Testing of the GUI with the Radar and dealing with client location.
- Building and Debugging components for resolving issues raised while testing (Visual Studio).
- Managed and coordinated all phases of Software version update project and supported staff - met stringent deliverables and implementation date.
- Configured and created customer portal to meet the business requirements and SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Reports, Analytic Snapshots, Dashboards, Tasks and Events.
- Assisted for deletion of defects and bugs, to meet specific requirements and deadlines for successful execution of the project.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- Worked on Customer Portal and Salesforce Sites to develop a public facing portal to be used by several thousands of users.
- Analysed key aspects of business to evaluate factors driving results and summarized into presentations.
- Designed and developed Apex Program, Apex Triggers for various functional needs in the application.
- Performed unit testing for every written code and always wrote test methods with code coverage of 75% minimum.

TECHNICAL SKILLS

Salesforce.com, Force.com platform, Lightning
Apex, SOQL, SOSL, Visual Force, Sandbox Data loading, Trigger
Jira, VersionOne, GitHub
Agile, Scrum, Waterfall
Microsoft Office
Java, .Net, C, C++, C#
SharePoint, MS Visio, TFS
SQL Server, Oracle
SSMS, SSRS, SSIS, ETL ,Power BI,Tableau
REST, SOAP API,CPQ/CLM
Visual Studio, Interface Builder, Apttus, Eclipse

SKILLS

Analytical Thinking
Leadership
Team Player
Flexible
Problem Solving
Self-Motivate
Quick Learner
Goal Oriented