Ronit Verma

Salesforce Certified Business Analyst | Certified Agile & Lean Practitioner

+91 978 994 9686 | rv910711@gmail.com | Jaipur, India

Summary

- **8.5+ years** of overall experience in IT industry. **5+ yrs.** as a **Business Analyst** & **3+ yrs.** as **Quality Consultant**.
- **2.5+ years** of experience on **Salesforce.com implementation** as a **Business Analyst** & **Proxy-Product Owner**.
- **7x Salesforce certified** & a **Trailhead Ranger**.
- Worked across **Blueprint, Realization, Testing, Cut-over, Go-Live & Hypercare** phases of the project.
- Experience working on large **greenfield Digital Transformation** engagements.
- **Customer champion** with great **collaboration**, sharp **presentation**, **documentation** skills.
- Led Projects with customers across Geographies- **Americas, Europe, Asia Pacific.**

Skills

Salesforce Cloud	Sales Cloud, Salesforce Industries (Vlocity), Service Cloud.
Business Analysis	Requirement engineering, Process modelling, Facilitation, Oral & written communications, Interpersonal & consultation, Analytical thinking & problem solving.
Business Process Improvement	Lean Six-Sigma, Change Management, Risk Management, Fit-Gap analysis.
Agile Framework	Scrum, Scaled Agile, Kanban.
Domain	Telecom, Healthcare, Life-Insurance, Banking.
Tools	JIRA, Confluence, Lucidchart, Miro, MS Visio, Oracle DB, VS Code, GitHub, Postman, SOAPUI.

Certifications

Salesforce.com	Admin, Business Analyst, Platform App Builder, Platform Developer I, OmniStudio Consultant, Copado Fundamentals I, Net Zero Cloud.
Cloud	Microsoft Azure Fundamentals, AWS Certified Cloud Practitioner
Assurance	Certified Tester Foundation Level (ISTQB), Certified Professional – Selenium (Agile Alliance).
Agile Framework	Computing using Python (IIT-Madras), Six-Sigma (IIT-Kharagpur).

Employment

- Persistent Systems Limited — Aug'22 – Present
- Wipro Limited — Dec'20 – Aug'22
- Highradius Technologies Private Limited — Oct'20 – Dec'20
- Infosys Limited — Jul'14 – Oct'20

Education

- Bachelor of Engineering | Electrical & Electronics — 2010 – 2014 | Chennai, India
  Hindustan University

Achievements (Recent 3)

- **'Prodigy Award'** by Account Delivery Head for being Impact player — Dec – 2021
- **'Stewardship Award'** by Program Manager for being Customer champion — Jul – 2021
- **'Hero in the Ranks'** (Nominee) by Wipro Jaipur Practice Head — Aug – 2021

[PTO]

Project Experience (Recent 3)

Client: American multinational healthcare company   Aug'22 - Present

Business Need: To setup Omnichannel experience for the Sales rep, Healthcare Professionals so that right messaging is delivered to right person at the right time.

Technology: Salesforce Sales & Marketing Cloud, AWS.

Tools: Miro board, JIRA, Confluence.

Team Size: 15

Responsibilities:

- Collaborate with customer side **Product Owner, AWS Professional Services** team to gather requirement.
- **Elicit** the requirements, access **Use-cases readiness, Prioritization**.
- Analyse the **AS/IS process**, Run the **TO/BE process** and map-out **Salesforce specific requirements** for build.
- Write **EPICs**, **effective User-Stories** and refine them with the Build team.
- **Demo** to the stakeholders, **Sign-off** & **Closure** of the requirements.
- Support **Business Readiness Testing** and during **Hypercare** phases of the project.
- Create effective **Operational Manual** for the Application Development Team post Go-Live.

Client: German provider of Broadband, Landline & Mobile telecommunications   Dec'20 – Aug'22

Business Need: Setup Salesforce CRM for the Sales, Service business of the customer as part of their digital transformation initiative.

Technology: Salesforce Sales & Service Cloud, Salesforce Industries (Vlocity)- Communications

Tools: Lucidchart, JIRA, Confluence.

Team Size: 50+

Responsibilities:

- Conduct Workshops & Elicit the requirements.
- Create Should/BE processes across **Customer 360, Leads, Accounts, Opportunities, Quote, Orders**.
- Gather the requirements, create **Capabilities, Epics & User stories**.
- Led **Wireframe** designs leveraging **Omniscript, Flexcard**.
- **Secure Sign-off** on requirements from the customer and **refine** the requirements for the build team.

Client: United States based Life Insurance company   Oct'18 – Nov'22

Business Need: Build Automation on client's digitized platform to ensure the channel partners, advisors, plan sponsors, participants receive timely & updated content.

Technology: WebdriverIO, JavaScript, Postman, SOAPUI, Trello, GitHub, VSCode, JIRA

Team Size: 5

Responsibilities:

- Communication with the stakeholders and **identify their needs**.
- Conduct **Proof-of-Concept** on modern Automation tool and provide recommendations.
- To break the requirements into **Feature Files** written in **Gherkin**.
- Guide team members on **automation framework**.
- Lead efforts on **Project plan** & **assignments**.

Personal Details

- **Date of Birth:** 11-Jul-1991
- **Permanent address:** Ajmer, Rajasthan, India
- **Present office address:** Jaipur, Rajasthan, India