

SHUBHRA SHARMA

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SALESFORCE
CERTIFIED

Administrator

With a Master's in Business Administration Degree in Sales and Business Finance, Shubhra brings 2 years of experience as Analyst and Salesforce Administrator. She specializes in analysing a company's processes and translating them into business requirements. She has a clear understanding of Salesforce platform through her past implementations and certifications to ensure business capabilities are fully functional within Salesforce.

EXPERTISE

Salesforce Administrator

Sales Cloud

Business Requirements Gathering

Business Analysis

Business Process Mapping

Quality assurance

Training and documentation

Agile methodology

TOOLS

Jira

Workbench

Data loader

Confluence

EXPERIENCE

Aartek Software Solutions Pvt Ltd.

Sep 2018 -- Dec 2020

Retail Industry || Business Analyst || Salesforce Administrator

Documented business requirements and prioritized user story backlog to create an agile product roadmap, led sprint demos and story grooming sessions. Managed agile ceremonies and raised risks to ensure project success. Coordinated communications between the project and client teams. Data modelling, process builder, territory management, custom dashboard and reports.

HRM Systems || Business Analyst || Salesforce Administrator

Understanding requirement specifications, developing functionality on force.com platform, deploying objects, fields, validation rule, workflow rule, approval process. Responsible for quality assurance and testing (manual).

ACADEMIC

Master of Business Administration || DAVV University, Indore, Madhya Pradesh

Bachelor of Commerce || DAVV University, Indore, Madhya Pradesh