



VIDUSHI OJHA

Salesforce Business Analyst

+919910156660 | vidushi.ojha24@gmail.com | <http://www.linkedin.com/in/vidushi-ojha24>

WORK EXPERIENCE

DXC Technology – Business Analyst

July 2019 – Present

- Solution Designing and documentation in sales, service and field service cloud.
- Lead requirements gathering and analysis sessions with key business users and stakeholders to collect information on business processes and user requirements.
- Mapped process activities to identify shortfalls/gaps and propose options to rectify operational inefficiencies.
- Impact Assessment for applications in Salesforce for new Salesforce releases.
- Designed security model for roll out of a global Salesforce production instance.
- Lead sprint demos and product development progression sessions.
- Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
- Helped Quality Assurance assessment, building testing plans and management within projects. Planned end user training, knowledge transfer to support teams and created user guides
- Ensured successful end to end module and functional testing

Capgemini – Associate Consultant / Senior Software Engineer /Software Engineer

Jan 2017 – July 2019

- Salesforce Administration and App Building
- Analysed client requirement & involved in effort estimation for projects.
- Reviewed requirements, built specifications and technical design documents for client sign offs
- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Experienced in Agile (project implementation) methodology.

SKILLS

- Salesforce Administration and App Building
- Salesforce Platforms- Service Cloud, Field Service Cloud, Sales Cloud, Financial Service Cloud, Communities
- Requirements Gathering, Requirement Analysis
- Presentation Skills, Detail Oriented, Technical Writing
- Business Analysis (Scope, Gap Analysis, Use Cases, etc.)
- Data Analysis (Visualization, Presentation)
- SOQL/SOSL-Database Management
- Salesforce Einstein- Prediction, Next Best Action (Recommendation), Analytics, Case Classification, Basics of Chatbot
- MySQL, Oracle, Java

SOFT SKILLS

- Client Communication & Presentation Skills
- Data Management, Requirements definition
- Agile Methodology and Project Management
- Uses experience and knowledge to make decisions
- Conflict resolution, Problem Solving and Active Listening

PROFILE

An enthusiastic Salesforce Business Analyst with **4 years** of experience in analysis and developing software systems using different technologies and agile methods. Leading requirements gathering sessions, proactively drawing out and analyzing requirements from stakeholders. Excelling at gap analysis, technical administrative configuration and real-time problem-solving flexibility. Providing requirements definition documentation, including use cases and functional specifications to capture business needs along with exceptional organizational, project management and leadership skills

EDUCATION

- Bachelor of Technology in Computer Science- Nov 2016
Amity School of Engineering and Technology, Noida

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant

AWARDS AND RECOGNITION

- **“Rising Star Award”** for exemplary performance in the second quarter of 2018 (Capgemini)
- **“DXC Quarterly Champs Award”** for excellent performance in the quarter Q1 FY21 (DXC)
- **“Kudos Award”** for showing utmost dedication towards client and meeting their expectations (DXC)