SNEHA NAIR

Business Analyst

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Professional Summary

- Over 3 years of experience in Business Analysis; specifically Salesforce Administration and development.
- Strong verbal and written communications skills with a focus on needs analysis, positioning, business justification, and closing techniques Superior presentation and demonstration skills.

Professional Experience

Accenture Solutions Pvt Ltd.

Project #1: Telecommunication Client: (July 2017- August 2018)

- Worked as a part of the QE team and was responsible for Salesforce integration testing with third party applications such as APPTUS CPQ, Workbench, Century using Soap UI and debug logs
- Test planning and execution using tools such as Rally and ALM(Application Lifecycle Management).
- Moved to Development team and was responsible for training of new recruits by giving functional and business KT.
- Have experience in Salesforce Automated process such as workflow rules, approval process and process builder.
- Worked on deployment using Jenkins, GitHub.
- Maintained CI/CD delivery through Jenkins pipeline.
- Worked on Salesforce Back end and Front end development (Worked on Apex Class, Batch classes, triggers, Visualforce Pages etc)
- Worked closely with client and development team to groom and define requirements and provided inputs so as to make new functionalities user friendly and convenient.
- User story requirement gathering and analysis using Rally.
- Was responsible for Client delivery roles such as Client Demos and User story acceptance.

Project #2: Banking Client: (August 2018 – October 2020)

- Was responsible for Configuration & Release Management and Design & Build Enablement
- Assisted with the planning of application changes, development, testing and monitoring of new releases post deployment
- Was responsible for determining operational objectives by studying business functions, gathering information, evaluating output, requirements and formats.
- Moved from Salesforce Classic project to Salesforce Lightning Web Component project and learnt development using LWC
- Was major POC for client meeting and expectation setting pro-active in action, suggestions, strategy and execution
- Worked directly under On-shore product owners to coordinate with the off-shore tech team to build, track and test user stories for User Acceptance

Gulf Business Machines Ltd, Bahrain

- Internship in Networking and Data security.
- Worked with industry professionals in understanding basics of networking, firewalls, network phishing etc.
- Learned basics of penetration testing using tools such as Wireshark and Kali linux.

Academics

- Graduated from Shri Ramdeobaba College of Engineering and Management, Nagpur with 6.2 CGPA
- Completed Higher Secondary Certification (HSC) Examination from Dinanath Junior College, Nagpur
- Completed Senior Secondary Certification (SSC) Examination from The Indian School, Bahrain

Certifications

- Salesforce Administrator
- Salesforce Advance Administrator
- Platform App Builder

Skills

- Sales Cloud
- SOQL queries
- Apex
- HTML
- Javascript
- Agile delivery
- Salesforce Administration
- Application Architectures
- User Acceptance Testing
- Systems Integration Testing
- Business Analysis
- Salesforce Development
- Requirement Analysis
- User story Documentation
- Hiring and Recruitment
- Problem Solving
- Decision Making

Tools

- Application Lifecycle Management tool
- Selenium
- Eclipse
- Developer Console
- Workbench
- GIT
- Jenkins
- Rally
- Data loader
- MS Office
- MS Powerpoint

Personal Info

- Date of Birth: 21- September- 1995
- Nationality: Indian
- Languages: English, Hindi, Malayalam
- Permanent Address: RH-5, Kasturi Ritika Vihar, HIngana Road, Nagpur, Maharashtra India : 440036