Divya Bharti

8+ years of experience in managing transitions and projects in the field of Business Analytics and cloud based applications. Experience working on Analysis, configuration, integration, solution, administration and implementation for Salesforce, Avature, Business objects and SAS

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EXPERIENCE

Deloitte, Hyderabad — *Senior Analyst – SDFC, Avature – ATS*
OCTOBER 2017 - PRESENT

- Ensure the smooth and timely deliverance of new solutions, reports, dashboards, and/or scorecards through the report lifecycle with ongoing reviews to ensure relevance to the business
- Work closely with business leadership to respond to, and proactively identify, challenges that can be solved with system and/or process improvements
- Collaborates with SFDC Dev and Admin teams to maintain, create, and update user roles, security, profiles, workflow rules.
- Provide deployment, training, and change management support to business users
- Manage functional testing cycles including test planning, script development, status reporting and test execution
- Provide solutions to stakeholders to improve business processes, including developing functionality to automate manual processes
- Facilitate issue resolution by suggesting techno–functional workarounds

Deloitte, Hyderabad — *Analyst – SDFC*
MARCH 2015 - OCTOBER 2017

- Design, develop and maintain all company, team, and individual dashboard metrics
- Design and develop workflow rules, validation rules, email notifications, etc
- Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures
- Develop, maintain and perform processes to continuously monitor data quality and integrity in platform applications
- Determine plan and timeline for implementation of approved Change Management cases
- Develop, test and deploy solutions, applying best practices

TECHNOLOGIES & TOOLS

Salesforce – SFDC

Avature – ATS

Advanced Excel and Access DB

SAP

SKILLS

Project Management

Communication

Data management and visualization

Configuration and Integration

Client management

HOBBIES & INTERESTS

Trained in Indian Classical Kathak Dance

Singing

Listening to Music

Genpact, Hyderabad —*Management Trainee/Business Analyst*

APRIL 2014 - MARCH 2015

- Travelled onsite to the United Kingdom (Manchester, Leicester) at the customer business centers for transition of Analytics process
- First point of contact for managing client issues/escalations
- Participation in customer meetings to initiate client calibration sessions and project planning
- Assisting the Leadership in compiling and analyzing operational reports
- Developing and delivering training methods, materials and programs
- Providing regular supervision and mentorship for resources

Genpact, Hyderabad —*Senior Analyst*

MARCH 2012 - APRIL 2014

- Generating Daily, Weekly and monthly reporting as per schedule
- Provide summary notes where relevant explaining key highlights and reason for variations
- Analyze reports and identify gaps, trends and opportunities for improvements.
- Work in a team environment to improve process performance
- Develop consistency across reports and develop meaningful dashboards and publish them
- Ensuring procedure documentation is updated for the processes
- Gathers feedback from business partners on report information and make recommendations for process improvements