

# Divya Khaire

## Salesforce Consultant

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📍 Bangalore, India

### PROFESSIONAL SUMMARY

9x Salesforce certified results-driven professional with a multifaceted experience as a Scrum Master, Salesforce Business Analyst and Developer with a strong track record of delivering high-quality software products and optimizing business processes through the effective application of Agile principles and Salesforce expertise. Proficient in translating business requirements into comprehensive technical solutions, streamlining processes and improving operational efficiencies. Adept at conducting thorough data analysis and delivering actionable insights to drive informed decision-making while overseeing end to end project life-cycles.

### OBJECTIVE

Seeking a challenging role as a Salesforce Business Analyst to leverage my comprehensive understanding of Salesforce functionalities and business analysis expertise to drive impactful business solutions while contributing to the seamless integration of optimized Salesforce systems and facilitating efficient business operations to stakeholders.

### EXPERIENCE

#### Scrum Master

*Team Lead at Accenture, India*

April 2023 - Present

- Facilitated scrum events - daily stand-ups, backlog refinement, sprint planning, sprint review & sprint retrospective to maximize productivity.
- Coached team members and stakeholders on Agile principles and Scrum practices to drive continuous improvement.
- Led cross-functional agile teams to successfully deliver high-quality software products.
- Worked closely with Product owners to understand requirements and proposed solutions to benefit migration of existing SAP systems to Salesforce CRM.

#### Salesforce Business Analyst

*Custom Software Engineering Sr Analyst at Accenture, India*

Mar 2021 - Mar 2023

- Gathered requirements to translate business requirements into Salesforce specifications, designing solutions for given requirements while implementing Salesforce features and demonstrating the developed requirements.
- Prepared functional design documents, integration mappings, wireframes and process flows for integration and delivery execution along with prototypes to showcase Salesforce features relevant to requirements.
- Performing feasibility checks and impact analysis for the given business requirement to ensure no unintended impact is caused.
- Performed GAP analysis to bridge the process gap while migrating from vendor GMS to ServiceMax thereby ensuring functionalities are not impacted post vendor update.
- Provided support throughout the development cycle to the business stakeholders; and development and testing teams to ensure the business requirements are met.
- Reviewed test cases and test plans to ensure the health of the system is constantly evaluated against the business requirements thereby ensuring a seamless user experience between deployments.
- Built mutual respect within the team & developed a collaborative client focused high performing delivery team through effective conflict resolution.

### SKILLS

- Analytical thinking and Problem Solving
- Requirement Elicitation
- Salesforce Administration
- Salesforce Service Cloud
- Salesforce Sales Cloud
- Data and security model
- Mind Maps
- Sprint Planning

### CERTIFICATIONS

- Salesforce Certified Business Analyst
- Salesforce Certified Advanced Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Field Service Lightning Consultant
- Salesforce Platform App Builder
- Salesforce Certified Platform Developer I

## Technical Support Analyst

*Analyst at Accenture, India*

Aug 2019 - Feb 2021

- Technical troubleshooting and problem-solving skills in a fast-paced customer support environment.
- Strong competence with incident management and ticketing systems for efficient issue resolution.
- Effective communication in triage meetings and service request management with Global Business Process Managers and Regional Business Process Managers.
- Analyzing automation use cases to provide resolution for recurring data update requests.

## Salesforce Developer

*Associate at Accenture, India*

Jan 2019 - Jul 2019

- Experience in developing Salesforce solutions for various clients, including customization and integration with external systems.
- Proficient in Apex coding, lightning components, visualforce pages and flows.
- Extensive knowledge of Salesforce configuration, including flows, approval process, process builder, validation rules, and data management.

## EDUCATION

### Usha Mittal Institute of Technology, SNDT University

Bachelors of Technology in Computer Science

Aug 2014 - May 2018

## TOOLS

- Jira
- Confluence
- ServiceNow
- Lucid Charts

## DOMAINS

- Retail
- Pharmaceuticals and life sciences

## AWARDS

- Accenture Celebrates Excellence Award, 2022
- Delivery Recognition, 2020