SALESFORCE CERTIFIED — Administrator
SALESFORCE CERTIFIED — Advanced Administrator
SALESFORCE CERTIFIED — Sales Cloud Consultant
SALESFORCE CERTIFIED — Service Cloud Consultant
SALESFORCE CERTIFIED — Community Cloud Consultant

SALESFORCE CERTIFIED — Platform App Builder
SALESFORCE CERTIFIED — CPQ Specialist
SALESFORCE CERTIFIED — Field Service Lightning Consultant
CERTIFIED — OmniStudio Consultant
Scrum Alliance — CSPO CERTIFIED

ISTQB Certified Tester Foundation Level
CSM — CERTIFIED ScrumMaster™
Microsoft CERTIFIED — FUNDAMENTALS
Microsoft CERTIFIED — DYNAMICS 365 FUNDAMENTALS (CRM)
Flosum Certified — PROFESSIONAL

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PROFESSIONAL SUMMARY:

- 11.8 years of very strong experience on working and managing projects in salesforce.com technology with contract value ranging between USD 100K to USD 1 million.
- Excellent team management skills by understanding , motivating and mentoring small to mid size salesforce project teams.
- Go to person to understand customer needs and challenges and organising project stakeholders meeting and involved in creating and executing the plan for meeting business needs.
- Experience in various SFDC techno-functional roles including SFDC Project Manager, SFDC Support Team Lead, SFDC Sr. Business analyst and SFDC Administrator and SFDC QA Lead across more than 15+ salesforce projects till date.
- Good functional knowledge on Salesforce CPQ, Vlocity and Field Service clouds, holding relevant certifications.
- Sound knowledge of Agile principles and Scrum framework.
- Sound oral and written communication and status reporting skills.
- Contribution to SFDC practice across organisations in hiring best SFDC talent in alignment with organisational growth and strategy.
- Experience in mentoring new SFDC entrants in projects.
- Working knowledge on software development lifecycle including requirement analysis, designing, testing and implementation.
- Onshore experience as Salesforce business analyst for requirement gathering and knowledge transfer sessions.
- Thorough understanding and knowledge on software testing lifecycle involving requirement.analysis, test planning, test case development, environment setup, test execution and test closure.
- Hands on experience on requirement gathering and requirement documentation (BRD/User stories).
- Involved in effort estimation, task assignment to resources and status reporting to internal/ external stakeholders.
- Handling risks, executing risk mitigation plans, conflict resolutions with teams.
- Experience in developing validation rules, Work flows, Process Builder, Salesforce flows, Approval Process to automate business requirements on salesforce platform.
- Hands on experience in salesforce user management, security controls and sharing settings.
- Experience in salesforce data migration tools such as Apex Data loader, Import Wizard and Apex Workbench for insert, update and deletion of data.

- Experience in creation of page layouts, record types, related lists. List views, search layouts in sales and service cloud applications.
- Experience in creation of SFDC reports (Tabular, Summary, Matrix) and dashboards utilizing different components for business requirements and as well as for reporting purposes.
- Working experience on different salesforce sandboxes to perform testing and providing user trainings.
- **Domain: Telecom, Banking and Taxation, Hi-Tech, Oil and Gas, Aviation, Sales and Marketing, Healthcare, Life Science and Services.**
- **CBAP Certification training completed from Institute of business analysis.**
- **Currently in H1B visa cap exempt status with complete 6 years window remaining.**

EDUCATION: B.Tech (Electronics and Communication), C.S.J.M University, Kanpur.

SKILLS:

PM & BA Artifacts: Project Kick-off, GANTT Chart, BRD, FDD, Risk & Issue Log, Daily Progress Tracker, WSR, MSR,UAT Scripts, User Guide & Training documents.

Languages: Apex, Visualforce, Lightning Aura, LWC, Java, HTML, CSS, Javascript.

Operating System : Windows, Mac

Tools   : Apex Data loader, Apex Workbench, dataloader.io, Selenium, Eclipse, Scrumworks, Rallydev, Jenkins, Qualita, HPALM, Servicneow, Lucidchart, draw.io.

Databases   : PL/SQL Developer, TOAD.

Applications: SFDC Sales cloud, SFDC Service cloud, SFDC Community Cloud, APTTUS CLM, Salesforce CPQ, Vlocity, SFDC Field Service Lightning.

Company Name: Accenture
Project: Medtronic(Sep 2021 - Till Date)
Role: SFDC Sr. Business Analyst/ Project Manager
Technologies: Salesforce.com (Lightning interface), Qualtrics.

Roles and Responsibilities:

- Working as Sr. Business Analyst / Project Manager for SFDC technology projects in APAC markets (Australia, Japan, India, Korea, Thailand, Singapore, Malaysia).
- Involved in Project kick-off preparation and presentation.
- Alignment with key client IT and business stakeholders on the project scope, resources ,timelines and risks of the project.
- Leading requirement discussions with business and involved in building user stories/BRD.
- Worked as SFDC Senior business analyst for projects using SFDC Sales cloud, Service cloud, SFDC integration with other systems(Eloqua, Qualtrics) and custom applications built on SFDC such as Tender Management, Call management, Implant Tracker, etc.
- Managed in the capacity of SFDC Senior BA / SFDC PM for SFDC Lightning migration and SFDC rollout projects rolled out to 2000+ SFDC users.
- Organising weekly project status meeting with customer leadership/key stakeholders and presenting the status across different parallel running projects.
- Overseeing team's progress of more than 15+ resources during development, SIT testing and deployment phases. Helping team guide to resolve impediments.
- Providing Sprint demo to key business representatives and UAT demo to business stakeholders. Sharing MoM of feedback changes and coordinating with development team on accomplishing the feasible requests in system.
- Planning UAT with key stakeholders and providing business demo. Tracking UAT execution and following up for UAT Sign-off.
- Post deployment to production, monitoring issues/enhancements during hypercare phase.
- Checking SPOC's for Knowledge transfer from customer internal IT support team.
- Ensuring successful handover of Technical design document, Functional design document and application knowledge transfer.
- Involved in building change management and adoption process for end users.
- Creating Training manual and User guide for different modules delivered to end users as part of project completion and handover.
- Overseeing known & possible risks in various phases during entire project lifecycle and defining strategy and action plan.
- Handling customer escalations and sharing mitigation steps or RCA details against issues/ concerns reported.
- Mentoring junior members in SFDC technology and scrum methodology.
- Interviewing candidates against new opportunities based upon demand.
- Staying competent and relevant by continuous learning on new technology and processes.

Company Name: Nagarro
Project: HID Global Corporation (Mar 2021- Sep 2021)
Role: SFDC Sr. Consultant/Project Manager
Technologies: Salesforce.com, Vlocity

Roles and Responsibilities:

- Handling development team of four members working on development of custom application using salesforce metadata API.
- Managing customer communication as part of daily, weekly connects and providing operational support and leadership for project execution.
- Contributing to Vlocity capability program in the capacity of senior business consultant to create various E&U industry specific use cases and process flow diagram.

Company Name: Birlasoft
Project: CooperVision (Aug 2019- Mar 2021)
Role: SFDC Lead Business Analyst
Technologies: Salesforce.com, APTTUS CLM.

Roles and Responsibilities:

- Completed in-country knowledge transition from customer by visiting their offices in UK and Singapore.
- Handling team of twelve resources including Salesforce developers, functional consultants and QA's providing 24*5 support on Salesforce and APPTUS CLM applications.
- Managing and assigning incidents and service requests to support team members working on Salesforce application built on Sales cloud, Service cloud, APTTUS CLM.
- Creating weekly status report by running out various servicenow reports on incidents and service requests, enhancements.
- Validating salesforce enhancements after completion by support team members before deployment to production to make it meets business requirements.
- Triaging between support team, internal management and customer team for any issues/ updates.
- Providing support to team members for any issues with customer salesforce system and on process related to project.
- Creating reports on incidents and service requests in Servicenow for weekly and monthly status reports with customer.
- Handling efficient utilisation of resources within budget and scope of project.
- Handling customer communication and escalation, if any.
- Organising trainings and cross-skilling resources as required for for project success.
- Interviewing new resources within organisation and externally and building capability of CRM practice.
- Sharing project data points against various artefacts required by senior management.

Company Name: Genpact
Project: CVSHealth(July 2018-July 2019)
Role: SFDC Functional Consultant
Technologies: Salesforce.com

Roles and Responsibilities:

- Preparing test plan document to include in-scope and out-scope functionalities from testing perspective for release.
- Test case authoring after doing requirement analysis.
- Presenting test cases review session to business and taking sign-off on test cases written by following tollgate approval process.
- Test execution in SIT instance and sending status reporting to client on daily basis.
- Integration testing between salesforce and Pega application to test different project plan created in Pega and various update on corresponding case record in SFDC.
- Presenting test results walkthrough session to business and taking sing-off on test cases written by following tollgate approval process.
- Preparing test data for testing SFDC custom functionalities.
- Raising defects for failed test cases in ALM under release cycle against wrong working functionalities.
- Following up with dev team on defect closure.
- Involved in defect triage calls.
- Preparing salesforce training documents and wireframes for user acceptance testing in different releases.
- Involved in automation of salesforce functionalities built on classic and lightning pages which are candidate for automation using selenium webdriver.
- Execution of test cases in HP ALM , generating test execution report once testing cycle gets completed.

Company Name: Genpact
Project: Genpact Enterprise Application Group (July 2017-July 2018)
Role: SFDC QA / SFDC Functional Consultant
Technologies: Salesforce.com

Roles and Responsibilities:
- Testing functionalities based on sales cloud, service cloud and custom application built on force.com platform.
- Owning complete SFDC QA delivery from test case development, test case execution and testing sign-off for all the modules.
- Suggesting user interface and functional changes in existing SFDC application to make better and rich system from user experience perspective.
- Testing on Account Management, Case Management, Opportunity Management including product search, product addition, product deletion, quote creation, quote approval and contract generation.

Company : Birlasoft (January 2015 - July 2017)
Project: GE Oil and Gas
GE Aviation
Role: SFDC QA Lead cum Administrator
Technologies: Salesforce.com

Roles and Responsibilities:
- Requirement analysis of SFDC user stories.
- Worked on User creation, updating, freezing, deactivation in salesforce sandbox.
- Worked on Apex data loader, Apex Workbench to perform data load activities.
- Worked on Record type setup, Page layout assignment and permission sets.
- Worked on Workflow rules, Validation rules, Process builders.
- Worked on creating communication templates using merge fields.
- Identification of test scenarios for creation of SFDC test cases
- Providing testing effort estimation in rally dev against tasks.
- Reporting defects identified to dev. team during SIT and Sanity phase.
- Automation of salesforce regression test cases using Qualitia test automation tool.
- Handling and leading end to end QA deliverables in various releases.
- Performing testing on various SFDC sandboxes.
- Working on SFDC Sales cloud and Service cloud objects like Leads, Accounts, Contacts, Opportunities, Cases, Communities, Knowledge management, Article Management ,etc.
- Worked on testing CPQ functionality integrated with Salesforce opportunity object.
- Testing of various product configuration and testing change of product attributes on total pricing calculation, created as part of CPQ implementation.
- Testing CPQ Pricing rules to check applicable discounts, offers on products configured in CPQ.
- Validation of Inclusion and Exclusion rules setup in CPQ.
- Running test scripts and functionalities on Servicemax.
- Worked on executing scenarios for FSL module related to installed base and work orders/ work order line items.
- Reporting defects identified to dev. team during SIT and Sanity phase.
- Automation of salesforce regression test cases using Selenium IDE and Web driver with JAVA.
- Creation of Test data using SFDC apex workbench, Developer console and SOQL queries
- Creation of reports and dashboards in salesforce.com
- Providing status report to all the stakeholders.
- Attending daily scrum call and providing status update.
- Provided support to UAT users for different salesforce releases.
- Guiding and training new salesforce QA resources in the team.

Company: Encore Capital Group(March 2014 - January 2015)
Project: Tax Lien Management System
Role: SFDC Quality Assurance Engineer-2
Technologies: Salesforce.com

Roles and Responsibilities:
- Providing testing effort estimation in Scrum works against tasks.
- Handling and leading end to end QA deliverables in various releases.
- Performing testing on various SFDC sandboxes.
- Reporting defects identified to dev. team during SIT and Sanity phase.
- Automation of salesforce regression test cases using Selenium IDE and Webdriver.
- Creation of Test data using SFDC, apex workbench, Developer console and SOQL queries
- Creation of reports and dashboards in salesforce.com
- Worked on DDP's for PDF file generation of different contracts.
- Worked on Demand tool for data clean up purpose.
- Providing regression suite to automation team for scripting.
- Providing status report to all the stakeholders.
- Attending daily scrum call and providing status update.
- Interviewing new candidates for SFDC QA profiles and training them to get unto mark.

Company: Tata Consultancy Services (Jan 2011 - March 2014)
Project: Cisco Partner 360
       Adobe Partner Connection
       Enterprise Solutions Team
Role: Salesforce.com QA Engineer cum Administrator, SFDC Developer
Technologies: Salesforce.com

Roles and Responsibilities:
- Requirement analysis of SFDC user stories.
- Identification of test scenarios for creation of test cases
- Test case Authoring and Execution
- Worked on Customer portal and Partner portal.
- Testing performed for multi-lingual partner portal which was implemented using translation workbench.
- Worked on User management, Data management in salesforce sandbox.
- Worked on Apex data loader, Apex Workbench.
- Worked on Record type setup, Page layout assignment and permission sets.
- Worked on Workflow rules, Validation rules, Process builders.
- Creation of test data using salesforce.com apex developer console and SOQL queries.
- Worked on TOAD applications for integration testing
- Providing testing effort estimation in rally dev against tasks
- Reporting defects to concerned team and revalidation of same.

- Attending daily scrum call and providing status update

Achievements:

- TCS Best Team Award (May 2012)
- TCS Star of the Month Award (Oct 2012)
- Birlasoft Synergy Team Award (October 2015)
- Genpact Bronze Cheers Award (December 2018)
- Birlasoft Customer Choice Excellence Award (February 2020)
- Accenture Best Team Award (May 2022)

Certifications:

SFDC Certifications:
- SFDC Certified Administrator
- SFDC Certified Advanced Administrator
- SFDC Certified Sales Cloud Consultant
- SFDC Certified Service Cloud Consultant
- SFDC Certified Community Cloud Consultant
- SFDC Platform App Builder
- SFDC CPQ Specialist
- SFDC Certified OmniStudio Consultant
- SFDC Certified Field Service Lightning Consultant

Scrum Certifications:
- Certified Scrum Master
- Certified Scrum Product Owner

Testing Certifications:
- ISTQB Foundation Level

Devops (CI/CD) Certifications:
- Flossum Certified Professional
- Copado Fundamentals 1

Microsoft Cloud certifications:
- Microsoft Azure Fundmentals
- Microsoft Dynamics 365 Fundamentals CRM

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