

Professional Certifications:

1. CBAP (Certified Business Analysis Professional) from IIBA Issued June 2020
2. Salesforce Certified Administrator (SCA) Issued Jan 2021
3. Salesforce Certified Platform App Builder Issued Jan 2021

S U M M A R Y

- 15 Years of solid experience as a Business Analyst in the Healthcare, Telecom and Retail domains with deep understanding of Business System Analysis & Design, Business Process Modeling, Business Process Flow, Software Testing, Verification & Validation, Quality Process Improvement, and Quality Assurance & Analysis.
- Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
- Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.
- Strong Requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, BRD, FRD, SRS.
- Experience creating custom objects and integrating existing desktop and web apps with legacy mainframe systems.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
- Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules, Lightning environment, Sales and Service Cloud.
- Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's need.
- Experience in data migration from ACT, Excel, MS outlook and Legacy Systems using Data Loader, Import Wizard, Data Loader, and Cast Iron.
- Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
- Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules.
- Experience in Salesforce Testing and Administration spanning all facets of package software and SaaS application implementation.
- Strong knowledge & experience working in teams implementing Agile Methodologies.
- Knowledge in Salesforce.com SFA, Force.com Apex Classes, Apex triggers, Integration, Visual force, Force.com API, SOQL.
- Strong experience in all phases of Software Development Lifecycle (SDLC) using Agile/Scrum, RUP (Rational Unified Process) and Software Testing Life Cycle (STLC).
- Extensively created Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams, ER diagrams, UI specifications and Sequence Diagrams
- Demonstrated excellent professional communication skills through clearly written, concise and comprehensive documentation.

A R E A S O F E X P E R T I S E

• Methodologies	• Agile, Waterfall, RUP, UML, SDLC, Scrum, RUP, V-shape modeling, BPEL, BPMN
• Change Management Tools	• Rational Clear Quest, Rational Clear Case.
• Business Modeling & Versioning Tools	• MS VISIO, Visual Paradigm, Rational Rose; Rational Requisite Pro, Rational Clear Case
• MS Office	• MS Project, MS Word, MS Excel, MS PowerPoint, MS Access

• Programming Languages	• Structured Query Language (SQL).
• Operating System	• Windows NT/98/2000/XP/7/10. Unix
• Databases	• Access, Oracle 8i/9i/10g, Teradata V2R5.1, DB2, MS SQL Server 7.0/2000
• Testing tools	• HP ALM,JIRA, HP Quality Center, Quick Test Professional, Load Runner, Win Runner.

PROFESSIONAL EXPERIENCE

TESARO, Inc.
- Waltham, MA

Dec 2018 - Present

Sr. Business Analyst

Environment: XML, HTML, Agile, Apex, Java, SOQL, Java Script

Responsibilities:

- Interaction with various business team members to gather the requirements and documented the requirements.
- Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
- Participation in Requirement Gathering Sessions & JAD Sessions.
- Conduction of GAP Analysis and enhanced business process by integration
- Define solutions for required product with Product Management Team in terms of features, eliciting and documenting requirements, performing required impact/workflow analysis (use cases, UML diagramming, etc.) and designing the user interface.
- Development of business process models, business requirements/user stories (functional and non-functional) and product backlogs.
- In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
- Reviewing the test cases provided by the QA team, and providing feedback.
- Working in Lightning environment and knowledge of Sales and Service Cloud.
- Creation of user Roles and Profiles and sharing settings.
- Used field level security along with page layouts to manage access to certain fields.
- Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
- Creation of workflow rules and defined related tasks, email alerts, and field updates.
- Download and install AppExchange packages like Google Ad words for campaigns and UPS for shipping.
- Develop a web-to-lead functionality to vertrue.com site which directs leads to Salesforce CRM.
- Creation of various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
- Create custom dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
- Implementation of pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

Dr. Pepper Seven Up- Plano, TX

Nov 2017 – Dec 2018

Sr. Business Analyst

Environment: Salesforce, PL/SQL, Agile, QTP/UFT, Soap UI, Rest, XML, HTML, Internet Explorer, Jira, SQL, Oracle.

Responsibilities:

- Worked with Agile Scrum teams, addressing the day-to-day needs of the development team around requirements, product designs and Clients users' needs.

- Accountable for maintaining the relationship with the end user (i.e. Business Team/Customer) in key business process threads. Responsible for eliciting requirements/user stories and representing them to the Enterprise Solutions Delivery and Enterprise Sustain Services teams throughout the systems development cycle.
- Identify process and system gaps and highlight areas for optimization and automation.
- Gather and define business requirements for improvement projects across functional teams.
- Work with business stakeholders to develop sophisticated and efficient solutions.
- Define and build key performance indicators to track operational performance.
- Data analysis and visualization for KPI reporting to support operations.
- Use data to assess business impact and priorities.
- Drive problem solving and continuous improvement initiatives to improve supply chain operations processes
- Support management with dashboards, KPIs and ad-hoc analyses.

Vindhya Telelinks Ltd

May 2010 – Feb 2015

Sr. Business Analyst/ POS Business Analyst

Environment: Visio, JIRA, UML, Microsoft Office, SQL,XML

Responsibilities:

- Support management with dashboards, KPIs and ad-hoc analyses.
- Business Requirements, Requirements Management and Documentation, Product Requirements, Functional Requirements,
- Business Process Design and Mapping, User Stories.
- SDLC, CRM, Systems Analysis, Data Analysis, Data Modeling, User Acceptance Testing.
- Analyzed the Business Requirements of the system. Worked with the development team to review project plans, requirements specification, design documents, and computer software.
- Preparing Test objectives Plan Creation.
- Actively participated in all phases of testing lifecycle (Design, Planning, Development and results).
- Worked with XML feeds from multiple sources systems and loaded the same into Enterprise data warehouse.
- Used PL/SQL programs for performance testing.
- Verified correctness of data after the transformation rules were applied on source data.
- Coordinated execution of User Acceptance Testing, regression and integration testing with multiple departments.
- Maintained the batch processes using Unix Shell Scripts.
- Worked with development team to ensure testing issues are resolved on the basis of using defect reports.
- Wrote complex SQL s to validate target data based on the business requirements.

Nokia, India

Mar 2008 – Apr 2010

Sr. Business Analyst

Environment: Visio, JIRA, Microsoft Office, SQL,XML, Mapinfo 9.0, TEMS, Actix, Atoll

Responsibilities:

- Analysis and evaluation of the current business processes a company has and identifying areas of improvement.
- Develop projects and monitoring project performance.
- Collaboration with users and stakeholders and elicit requirements.
- Work closely with management team, partners, clients and technicians
- Define project requirements by identifying project milestones, phases and elements; forming project team; establishing project budget
- Monitor project progress by tracking activities, resolve problems, publish progress reports and recommend actions.
- Prepare technical reports by collecting, analyzing and summarizing information and trends
- Contribute to management team effort by accomplishing related results as needed.
- Validate resource requirements and develop cost estimate models.
- Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programs of the client group.
- Worked in all phases of Software Development Lifecycle (SDLC) using Agile/Scrum, RUP (Rational Unified Process) and Software Testing Life Cycle (STLC).

- Wrote complex SQL s to validate target data based on the business requirements. Monitored performance for Multi band RAN and core using daily KPI reports and other RF & OSS tools.
- Resolved daily worst cell issues, assess and escalate issues to RAN, Core, Data teams and supported market to deliver KPI of every cluster
- Handling RF survey & Project development Tracker. Leading a team of 5 engineers.
- A monthly testing of all Fibers to determine every Fiber Health condition and initiate corrections to be taken therein
- Additional precautions as suggested by Client/Operator Build and install fiber Optic networks

LinkQuest, India

Nov 2006 – Feb 2008

Business Analyst

Environment: Visio, UML, Microsoft Office, SQL, XML

Responsibilities:

- Lead requirements gathering sessions
- Write clear and concise user stories
- Ability to produce basic UML diagrams (use case, activity, etc.)
- Document requirements and system behaviors by developing complex use case scenarios
- Ability to produce low-fidelity wireframes to help communicate the intended workflow and potential screen layout (new page/concept)
- Perform ability to update/create page spec documentation with no supervision
- Works with Agile teams on grooming the backlog
- Tracks and manages key KPIs in VersionOne, escalating appropriately as needed

LinkQuest, India

Dec 2002 – Nov 2006

Operation Support Engineer

Responsibilities:

- Communicate job expectations; planning, monitoring, appraising and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends
- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Assisting department managers and supervisors, with review/approval responsibility for all operations employees
- Manage relationships with key operations vendors
- Track vendor pricing, rebates and service levels
- Maintaining all operational invoices and ensure they are submitted for payment
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site.
- Work closely with GM and management team to set and/or implement policies, procedures and systems and to follow through with implementation.

Academic Qualification

1. **Advance Post Graduate Diploma in Computer Applications**
2. **M.B.A. from P.T.U., India**
3. **Master of Arts**
4. **Bachelor of Arts**