Reshma Lamani

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SUMMARY

- Overall +7years of IT Development experience including Salesforce Configuration, Customization and Business Analyst. Previous duties include development and administration of SFDC.
- Good knowledge in Agile methodologies, SDLC, Scrum and Project Management. Skills in requirement elicitation to draft and maintain business requirements and align them with functional and technical requirements.
- Ability to Engage with clients in gathering software requirements/business rules and ensuring alignment with development teams.
- Ability to translate stakeholder requirements into different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Experience in facilitating monthly meetings with clients to document requirements and explore potential solutions.
- Hands-on Experience on Apex, Lightning Aura Component and Lightening Web component.
- Experience with Agile development methodologies such as SCRUM using Azure DevOps.
- Have worked on Standard & custom Objects, Custom Settings, and Junction Objects, Fields, Page Layouts, Record types and maintaining Relationships between objects. Also, Reports, Dashboards and custom Report Type, Apex Data Loader and Import Wizard.
- Good with software development fundamentals like data structures, OOPS, RDBMS, and design patterns.
- Have working knowledge on declarative features like Process builder, Workflow Rules, Approval Process and Validation Rules on objects.
- Creation of Roles, Role hierarchy, sharing rules to restrict record access and profiles to restrict functional user level permissions. Implementing Security Settings.
- Excellent problem solving and troubleshooting skills, with a solid customer-service orientation.
- Strong communication and inter-personal skills with the ability to work well in a dynamic team environment.
- Ability to maintain a detail-oriented approach while multitasking in a fast-paced environment.

SOFTWARE & TECHNICAL SKILLS

- Salesforce Technologies: Apex Language, Lightning Aura Components, Lightning Web Components.
- BA Skills: Power BI, Tableau, JIRA, MS office all version
- Force.com Tools: Apex Data Loader, Workbench, Dataloader.io, Data Import Wizard, PSA.
- Integration Tools: Flow Builder, Process builder, Workflows, Approval process, Sales Process, Assignment rules.
- Configuration: Custom Objects, Custom Settings, Custom Labels and Tabs, Reports and Dashboards, Data Modelling, Roles, Security, Field Updates.
- Database: SOQL, SOSL.

WORK EXPERIENCE

- ❖ **ACA GLOBAL CAPABILITY CENTER(INDIA) PRIVATE LIMITED, SENIOR BUSINESS ANALYST [OCT 2023 – Till Date] PUNE, MH.**

- ❖ **CGI INFORMATION SYSTEMS AND MANAGEMENT CONSULTANTS PRIVATE LIMITED, SENIOR SOFTWARE ENGINEER, SALESFORCE [OCT 2021 – OCT 2023] PUNE, MH.**

- ❖ **WIPRO TECHNOLOGIES, ASSOCIATE CONSULTANT, SALESFORCE [DEC 2016 – OCT 2021], PUNE, MH.**

- Working on World's No. 1 CRM technology Salesforce.
- Managing multiple user setups, profiles and roles, customization of objects, fields, record types, pagelayouts and validations.
- Maintain security at organization, object level, record level and field level security using profiles, sharing settings, roles and public groups.
- Analyze business requirements and processes through document analysis, interviews, workshops and related analysis. Conduct various levels of testing including functional, regression, user acceptance, integration and performance to verify the client's needs are met.
- Worked on code optimization like merging of triggers, workflows and process builders
- Skill to Draft and maintain business requirements and align them with functional and technical requirements. Experience in facilitating monthly meetings with stakeholders to document requirements and explore potential solutions.
- Set up custom organizations, configure layouts, custom fields, user access and content.
- Building functionality - This includes writing apex code, creating Salesforce Triggers that cannot be done declaratively, creating Visualforce pages and more based on customer/manager requirements.
- Leading Project Module, working with the Client directly, worked in a team of 6+ resources.
- Have been appreciated several times by business users and Product Owners/Managers for quick response and resolution for the issues raised.

RESPONSIBILITIES

- Worked on Agile Development methodology and participated in daily SCRUM meetings, Sprint retro and Demos for progress reporting as well as task distributing.
- Interacted with different lines of business users for gathering requirements and prepared Technical Design Document for the business use cases.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects, Fields and Relationship between objects.
- Used Data loader for importing and exporting data.
- Created custom Profiles, Roles, and Public groups to restrict the data access to the unwanted internal users depending on their job responsibilities.
- Worked on Configuration as well as customization in this project.
- Having Experience on Jira and Bit Bucket.
- Setup roles, profiles, permission sets, OWC.
- Worked on lightning components.
- Hands-on experience with Visual studio code and Change set for development and deploying the code from one sandbox to another.
- Leading one of the Project Module along with other Junior Developers and QA.
- Coordinating with onsite team for requirements/status.
- Analyze and understand functional/technical requirements and convert them into solution in form of configuration/customization for salesforce

OTHER ROLES & RESPONSIBILITIES
AS A BUSINESS ANALYST

- Job role involved understanding client requirements by analyzing FRD and providing suggestions for betterment of product.
- Clarified requirements, business needs and project objectives via sprint meetings.
- Was part of BRD calls to understand and finalize requirements.
- Preparation of product backlog and tracking the development of modules as per priority.
- Created Use Case documents as per System Requirement Specifications.
- Analysis of the defects and enhancement.
- Defect logging and defect tracking.
- Responsible for overseeing all aspects of software development life cycle from product owner perspective.
- Interacted with team to discuss timely changes and enhancements to the system so that it could be delivered within timeline.
- Understand business requirements and map it to functional specifications.
- Conducting cost benefit analysis for the proposal product.
- Presentation to the approval committee.
- Keep hosting tool test meetings and conduct brainstorming sessions for better customer experience.
- Perform UAT for the initial prototype developed by technology.
- Understand the user requirements and application capabilities by reading BRD, release notes and application user manuals.
- Requirement gathering, preparation of BRS and test cases and performing User Acceptance Testing (UAT).
- Analyze the defect raised against the requirement and participate in defect meetings.
- Customer query handling

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Marketing Cloud Email Specialist
- Salesforce Certified Administrator

ACHIEVEMENTS

- Received Pat on the Back award for excellent performance.
- Awarded as 'Best Functional Employee for Vodafone'.
- Received recognition winner points for event management for an organization.

EDUCATIONAL BACKGROUND

- Masters in Software Engineer- Birla Institute of Technology and Science, Pilani, 2017 – 2020
- Bachelors in Computer Science- Pillai College of Arts, Commerce and Science, Navi Mumbai - Mumbai University,2013-2016