

Salesforce Business Analyst – Mahesh K

Mahesh K, Salesforce Business Analyst

Over 6+ years of experience as a Salesforce Business Analyst and 9+ years in I.T. Worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment. A key contributor to the success of major implementation projects. A self-motivated and team-oriented individual with a high degree of work ethics. Consistently provides value added services to his clients through thoughtful experience and excellent communication skills.

Relevant Accomplishments

- Worked as a business analyst during the analysis and requirement gathering phase of the projects with leadership on activities like discussions with business users, user story setup using agile accelerator etc.
- Worked closely with business to respond to, and proactively identify, challenges that can be solved with system and/or process improvements.
- Provided user training and change management support to business users.
- End-to-End Org maintenance availing the Salesforce reporting and dashboard capabilities.
- Worked as a Tier IV support in a multi-tenant architecture.
- Involved In the end user discussions during detailed business analysis, outlining problems, opportunities and solutions for a business.
- Worked on the complete salesforce service cloud console setup that involves Salesforce E2C, W2C that is used across multiple helpdesk teams.
- Installation, configuration and customization of salesforce public knowledge base on sandbox and production instances.

Relevant Qualifications, Certifications

- | | |
|--|---|
| <ul style="list-style-type: none">▪ Certified Force.com Administrator▪ Certified Service Cloud Consultant▪ Certified Platform App Builder▪ Certified Platform Developer-I▪ Salesforce Technologies: Salesforce CRM, Apex, Visual Force. | <ul style="list-style-type: none">▪ BA Tools: Databox, blueprint, Axure, Jira.▪ Salesforce Tools: Force.com IDE, Force.com Data Loader, Force.com Migration Tool, Change Sets.▪ Languages/Technologies: Force.com, SAP.▪ Operating Systems: Windows, Linux, Unix |
|--|---|

Education

- **Master's Degree**, Computer Science, UK
- **Bachelor's Degree**, Information Technology, University of Madras

Detailed Experience

2014 to 2020, Salesforce Business Analyst/Config. Specialist, Streamline, USA

As a Salesforce BA for Streamline, was responsible for supporting client/project delivery including all aspects of salesforce.com including business analysis, solution design, salesforce.com application development and configuration, security, implementation, testing, user training and support.

Worked as the primary business analyst for multiple projects. Was part of the configuration team and managed the complete project process during requirement gathering in an agile environment with complete end-to-end BA support.

Environment: Force.com platform, Axure, Change Sets, Databox, Eclipse IDE Plug-in, Windows 7.

- Consulting with all stakeholders to improve business processes, including developing functionality to automate manual processes.
- Worked as the primary Admin with daily tasks that are related to the Operations and Maintenance of the whole Org and not limited to User Administration.
- Experienced with working in environments that implement Salesforce agile methodology.
- Consolidating developer change logs into deployment plan document and planning the releases.
- Led the support work stream.
- Analyzing, Investigating and Troubleshooting access issues that are specific to the Service Cloud console.
- Worked on case visibility Issues that are related to OWD and sharing setting scenarios.

Mahesh K, Salesforce Business Analyst

- Reviewing and understanding the Salesforce release notes and make recommendations to implement new solutions.
- Working closely with users to understand the required business logic that is specific to certain Salesforce applications.
- Calculating important KPIs using databox BA tool.
- Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures.
- Designed, developed and maintained all company, team, and individual dashboard metrics.
- As a primary admin prepared the complete Configuration Workbook for the salesforce Production Org.
- Assisting the user base by proving ad-hoc support whenever needed including processing/resolving access issues, responsibility of creating user manuals for training.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams by using blueprint tool.
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
- Created various profiles and configured the permissions based on the organizational hierarchy requirements.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
- Used BA tools for Task assignment and task filtering using Jira.
- Liaising with territory business representatives to discuss requirement details and solution proposals.
- Hands-on experience in supporting apex related issues that are specific and not limited to triggers, classes and batch scheduled apex.

2011 to 2013, SAP Basis Consultant, IBM India Pvt. Ltd., INDIA

Environment: SAP Basis, Linux, Unix, Windows.

- Provided daily and on-call support that included data backups, transports, printer administration, database administration, SAP/Oracle parameter changes and SAP batch job coordination.
- Knowledge and experience in managing and administering SAP systems in validated (GxP) environments.
- Apply OSS notes, work with users to find solutions to problems and work with SAP to reach a resolution.
- Performed daily SAP Basis Administration tasks.
- Planned and executed SAP R/3 release maintenance, system refreshes, client-copies & upgrades.