

SAPNA CHAURASIA

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5x Salesforce Certified | Lead Business Analyst | Certified Scrum Master(CSM)

having diverse industry experience of 9.5+ years in Salesforce BA, Administrator, Salesforce Scrum master in CPQ, Sales, Community and Service Cloud Custom applications. As a Salesforce BA worked on CLM (Contract Lifecycle Management), Insurance & Banking domain customized in CPQ Salesforce, IMS Healthcare, Supply chain management and SFDC Tool tracker applications. Had onsite working experience in UK.

SUMMARY

1. Worked on customize CPQ, Price, Product, Quote, Contract management. Worked on Community, Sales and Service cloud applications.
2. Implemented "**Vehicle Insurance Contract**" creation for RAC & Toyota customers in UK on customize CPQ Salesforce application using integration and BMI/Mulesoft services where we offered different price and bundle products, created Quote and Contract with generated terms & conditions PDF (using Drawloop Salesforce service).
3. Implemented **LAP-Loan Against Property** on customize CPQ Salesforce where we offered Loan after checked PAN card security and bank statement eligibility using integration services like – Poxidex, Perfios, Bureau check for Platinum and Gold card.
4. Currently working in "**CLM-Contract Life Cycle Management**" using Apttus on customizes CPQ Salesforce. We have created contract for US and Canada customers and generated E-sign copy of agreement with terms & conditions.
5. Gathered requirement from stakeholders, Business users and documented in the form of BRD or User stories, reviewing test case, and driving. Create presentation slides for end user demo.
6. Analyzed Risk, compatibility with existing functionality and impact of change request or new enhancements..
7. Run scrum ceremonies, e.g. daily huddles, backlog refinement meetings, sprint planning and sprint retro to actively manage risks and external dependencies.
8. Facilitating discussion, decision making, conflict resolution, promote joint accountability for results and solving productivity issues
9. Worked on Salesforce admin tasks like Profile configuration, Record type, page layout, permission sets, sharing rules, workflow, Roles assigned and Groups access & rights. Worked on Queues and Approval process.

WORK EXPERIENCE

- **Salesforce Lead Business Analyst – Atos** –Pune Maharashtra
Dates From – Mar 2020 to Present
- **Lead Business Analyst - Persistent System Pvt Ltd** – Mumbai Maharashtra
Dates From – Sep 2019 to Mar 2020 – 6 mos
- **Scrum Master | Salesforce Admin | Business Analyst – Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Oct 2016 to Sep 2019 - 3 yrs
- **Senior Business Analyst– Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Jan 2013 to Sep 2016- 3 yrs 9 mos
- **Lead QA Analyst and BA– Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Nov 2010 to Dec 2012- 2 yrs 2 mos

PROJECT 1

Lead Business Analyst (Salesforce)

- **Atos** – Pune Maharashtra
Dates From – MAR 2020 to Present

Project: Cummins



CLM Apttus Domain on Customize CPQ Salesforce: Roles & Responsibilities:

- Working as a Salesforce Business Analyst in a Contract Lifecycle management domain customized in CPQ Salesforce where we created Contract for US/Canada.
- Gathered requirements from stakeholders and Business users through Calls, mails and document shared by Client.
- Analyze and document requirements in the form of BRDs, Use Cases, DFD, Flow diagrams.
- Created User Stories in Jira or excel sheet in specific template mentioned Acceptance criteria, functional & Non-functional requirements. Also, defined model users and references document's links.
- Uploaded documents in Sharepoint.
- Created knowledge articles and published on Cummins site.
- Given functionality demo to end user using good presentation slides and provided Release notes after Release deployed on production.
- Managed "Project Change Request" and critical Prod issues.
- Coordinated with Technical team, QA Team and Architecture.

PROJECT 2

Lead Business Analyst (Salesforce)

- **Persistent System Pvt Ltd** – Mumbai Maharashtra
Dates From – Sep 2019 to Present

Project: IDFC Bank



Banking Domain implemented on customize CPQ Salesforce: Roles & Responsibilities:

- Working as a Business Analyst in a Banking IT Setup in Agile methodologies and related tools. Conduct workshops, discussions, brainstorming with Business and related stakeholders for requirement understanding.
- Analyze, elucidate and document requirements (BRDs, FSDs, Use Cases, Process Models, etc.).
- Created user stories in Jira. Managed BA team.
- Managed and tracked record in LAP, Retail and Commercial Banking.
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Conducting meetings and presentations to share ideas and findings.
- Gathering critical information from meetings with various stakeholders and producing useful reports.

PROJECT 3

Senior Business Analyst || Scrum Master || Salesforce Admin ☁️📄

- **Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Oct 2016 to Sep 2019 - 3 yrs

Project: The Warranty Group - UK



Insurance Domain implemented on Customize CPQ Salesforce: Roles & Responsibilities:

Worked on multiple Salesforce Clouds:

Salesforce CPQ – Sales Cloud || Salesforce CSR-Service Cloud || Salesforce Billing & Payment banking system

- Provided ongoing facilitation and coaching that enables the team to excel at Agile development
Manage sprint velocity-related metrics and goals.
- Run scrum ceremonies, e.g., daily huddles, backlog grooming, sprint planning and sprint retros to actively manage risks and external dependencies

- Facilitating discussion, decision making, conflict resolution, promote joint accountability for results and solving productivity issues
Assist Product Managers to shape the product road-map and vision
- Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency.
- Provided high level business scenarios
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Performing requirements analysis and prepared BRD.
- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Managing projects, developing project plans, and monitoring performance, give functional demo to end users
- Created User stories in Jira.

PROJECT 4

Senior Business Analyst

- **Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Jan 2013 to Sep 2016 - 3 yrs 9 mos

Project: IMS Healthcare -USA



- Gathering Business and functional requirements
- Managed meetings–Daily scrum, Retro, Refinement, Client demo, sprint demo, Hotfix meetings
- Analysis Requirements, Enhancement suggested.
- Developing Requirement Documents–Business process, Customer wire frames. Writing high level user requirements
- Developed Salesforce reports & dashboards. Prepare Use cases and formal requirements documentation
- Involved in UAT testing
- Assists in enforcement of project deadlines and schedules
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Performing requirements analysis and prepared BRD.

PROJECT 5

Lead QA Analyst and BA

- **Metacube Software Pvt Ltd** – Jaipur Rajasthan
Dates From – Nov 2010 to Dec 2012 - 2 yrs 2 mos

Project: Appirio -USA



- Managed calls-Kick-Off, Refinement, Retro, Sprint Planning
- Requirement analysis, test case creation, execution, prepared Automation test suit
- Salesforce admin –users creation, profiles & permissions, Layout changes, Setup Queues, groups
- Salesforce Reports & Dashboard creation
- Client coordination, prepared status report
- Responsible for Sanity on production environment

EDUCATION:

- MCA 1999 – 2002 -DAVV University Indore
- BBA 1996 -1999 -DAVV University Indore
- Class XII - MATHS: 1996 – MP Board
- Class X: 1994 – MP Board
- CSM – Certified Scrum Master
- Certified Salesforce Admin
- Certified Salesforce Sales Cloud Consultant
- Certified Salesforce Service Cloud Consultant
- Certified Salesforce Community Cloud Consultant
- Certified Salesforce CPQ Specialist

SKILLS:

- Project Management tools i.e. JIRA, Confluence, QUILP, Trello
- Test Management, Reports & Dashboard Tool – “Qtest”
- Salesforce Configuration – Security Profiles & Permissions, Users creation, BSR, Role Hierarchy, Permission sets, Salesforce Queues. Custom Report & Dashboards
- Data Loader
- SOQL, SQL/Oracle, Java

- MS Office – Word, Excel, Powerpoint