Chandni Sharma

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SUMMARY

An enthusiastic Salesforce Business Analyst, I am eager to contribute to team success through hard work, attention to detail, and excellent organizational skills. I am committed to continually learning and applying my domain knowledge and business analysis skills to understand client's needs and challenges. My goal is to design and deliver solutions that assist clients in achieving their goals and objectives. Adept in analytical thinking, strategic planning, leadership, and building strong relationships with business partners.

EXPERIENCE

Salesforce Business Analyst | Inspire XT Consulting Ltd | Pune, Maharashtra | January 2023 - January 2024

- I conduct Requirement Gathering sessions, facilitate BRD sessions with stakeholders, write User Stories, and share MOMs (Minutes of Meetings).
- Worked in the Retail, Real Estate, and Manufacturing domains, showcasing demos to stakeholders and gathering inputs from clients. Prepared various documents including BRD, FRD, technical documents, Change Request Documents, Wireframes, and Flows. Possess knowledge of Salesforce Lightning flows, Approval Processes, and Process Builders.
- Configured reports for custom objects and associated them with dashboards. Hands-on experience in Sales Cloud, Community Cloud, and Service Cloud projects. Specialized in Sales Cloud modules such as Lead Lifecycle Management, Account Management, Opportunity Management, Quote Management, Pricing, Approvals, and chatbot integrations.
- Conducted requirement gathering and devised a flow for the implementation of the Einstein Chatbot on a jewelry website and WhatsApp. Executed the implementation of Sales Cloud for the Retail Industry, spanning three distinct countries: the United Kingdom, Italy, and France. Employed the Translation Workbench for three different languages and implemented dynamic forms to adjust page visibility based on regional requirements. Produced a Business Requirement Document, Change Request, workflows, and Test Scripts. E ciently carried out the test scripts and demonstrated the system's functionality to stakeholders.
- Collaborated with development teams to address gaps in business requirements. Customized page layouts for Salesforce standard and custom objects. Proficient in Translation Workbench, data loader, and data migration activities.

Salesforce Business Analyst | Rialtes Technologies Pvt Ltd | Pune, Maharashtra | December 2020 - January 2023

- Created custom objects and fields such as Lead, Marketing, Campaign, Dashboard, Sales, and Account in Salesforce. Customized page layouts for both Salesforce standard and custom objects. Configured reports for custom objects and linked them to dashboards.
- Played a role in developing Workflow rules, validation rules, and other Salesforce customizations. Set up visibility securities, including roles, profiles, and field-level securities.
- Designed wireframes using Visio and documented processes using Confluence. Collaborated with development teams to address gaps in business requirements. Worked on Health Cloud, Service Cloud, and Sales Cloud projects.
- Participated in requirement gathering for the Health Cloud and Customer Lifecycle Management (Conga) project. Defined various workflows, including creating tasks, email alerts, field updates, and flows.
- Worked on Communities, focusing on the design and documentation of Custom Tabs, Objects, Picklists, Dependent Picklists, Validation Rules, and Workflows.

Information Technology Business Analyst | HawksCode Software Pvt Ltd | Jaipur, Rajasthan | August 2019 - December 2020

- Enforced alignment of project strategy with business objectives and made modifications to promote e cient project completion.
- Analyzed projects to determine resource requirements and procure necessary equipment and software.
- Gathered requirements by conducting interviewing and observation techniques, defined scopes, allocated resources, and established schedules meeting or exceeding project demands.
- Creating a Use Case, User Story, and Mind Map to get a clear functionality of a project.
- Closely collaborated with project members (Development team, UI/UX Designers, Database Administrator) to identify and quickly address problems.
- WordPress, Android, ionic, and React native projects.
- Build Wireframes and mock-ups to understand the functionality and demonstrate it to the clients.

PROJECTS

Sales cloud and Service Cloud projects

- Build BRDs based on the current website and o½ine process.
- Lead Management, integration of Social media platforms, web to lead forms, Account and Contact Management, Opportunity Management, Approval Process, Channel Partner(Real-estate domain).

- Gathered requirements and created flow for Einstein Chatbot implementation on the Jewellery website and WhatsApp.
- Implementation of Sales Cloud for the Retail Industry across three distinct countries: the United Kingdom, Italy, and France. Utilized Translation workbench for three different languages and dynamic forms to configure page visibility based on regional requirements. Developed Business Requirement Documents, Change Requests, workflows, and Test Scripts. Successfully executed the test scripts and presented the system's functionality to stakeholders.
- Build Change Request Documents, User Manual, and Admin Manuals for the Retail Industry implementation. Lead Management, Account Management, Case Management, Knowledge Article, Orders, Stores, CTI integration.
- Conducted the requirement gathering sessions for functionalities like Search Product, Store Locator, Alteration, Appointments, and Recommendations.

Salesforce Health Cloud and CLM Project | Rialtes Technology Pvt Ltd | June 2021 -December 2023

- Build the Process Model, Use Cases, and BRD based on their o½ine process.
- Using the Agile method and working on wire-frames.
- Patient Journey implementation, candidate creation, surgery information given to the patients, prior authorization, trial implant, follow- ups, and permanent implant.
- Conga Implementation for customer lifecycle management project to manage the approval and documents in Salesforce.
- The purpose of this doc is to improvise the documentation from the finance and legal team and manage this in Salesforce Cloud.

Online Learning Mobile Application model for an Educational Institute and Automobile Buying and Selling Web and hybrid Mobile Application.
| HawksCode Software Pvt Ltd | August 2019 - December 2020

- Worked on the Process Model to design the Functionality of the Mobile Application.
- Parallel and feasible methodology to improve the Courses storage model.
- Made MockUps to explain the design to the front-end Developer.
- Build the Process Model, Use Cases, and BRD based on existing websites with new features.
- Using the Agile method and working on wire-frames.

EDUCATION

Masters of Computer Application | Chandigarh University | Punjab | 2019

Bachelor of Computer Application | Kanoria College, Jaipur, Rajasthan | Minor in Business | Jaipur, Rajasthan | 2017

CERTIFICATIONS

Associate Salesforce | Salesforce Associate | 2023

COURSEWORK

Three Month's Business Analysis training from InteraX by Dibhanshu Kumar Saurav with focus on: | InteraX by Dibhanshu Kumar Saurav | 2020

SKILLS

BA Tools: Jira, Azure Board, MS O ce, Excel, BizAgi Modeler (process modeling), Star UML, Draw.io, Balsamiq Mockups3 (Rapid Wireframing), EdrawMax (ftowcharts), Trello etc.

Methodology: Agile (Scrum), Iterative waterfall, Waterfall.

Salesforce tools: Data Loader, Import Wizard, Salesforce Communities.

- **Documentation techniques:** BRD, FRD, Data Dictionary, Use Case Specifications, User Stories, etc.

- **Elicitation techniques:** Storyboarding, Interviews, Requirements Workshops, Focus Groups, Observation, Surveys

- **Requirements Analysis:** Requirements verification, validation, prioritization, change management, gap analysis, impact analysis

- **Requirements Modeling:** Flow charts, process models, use case diagram, data flow diagram, ERD, UI mock-ups, personas