Pratyusha Rai

SALESFORCE BUSINESS ANALYST

OBJECTIVE

To be part of an organization where I get a chance to use my knowledge and skills to contribute to the progress of the organization as well as honing and upskilling myself while delivering best.

CONTACT —

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TECHNICAL SKILLS —

- ✔ SOQL
- ✔ SOSL
- ✔ PL/SQL
- ✔ Unix Shell Scripting
- ✔ Flow
- ✔ Workflow
- ✔ Approval Process
- ✔ Reports and Dashboards
- ✔ Configuration
- ✔ Data Import and Export
- ✔ Page Layouts
- ✔ Record Types
- ✔ Web to Lead
- ✔ Sharing
- ✔ User Management
- ✔ Profile
- ✔ Permission Set
- ✔ Roles
- ✔ Organization Hierarchy
- ✔ Security Management

TOOLS —

- ✔ Service Now
- ✔ Azure DevOps
- ✔ Microsoft Visio
- ✔ LucidCharts
- ✔ Toad
- ✔ Sql developer
- ✔ HPSA
- ✔ Putty
- ✔ Unix-WinSCP
- ✔ Autosys
- ✔ GIT

EXPERIENCE

- **Salesforce Business Analyst | Consultant**
  COMPANY – Volvo Cars India (Jul 2022–Current)
  Responsibilities –
  - Planned and conducted requirements elicitation workshops with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
  - Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
  - Worked towards preparation of requirements management plan, business and functional requirement documents.
  - Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
  - Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
  - Created and deployed several reports for different user profiles based on the need in the organization.
  - Designed different custom dashboards for various user groups based on their business functionalities and needs.
  - Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes.
  - Collaborate with the Solution team/Tech Architect and convert the functional requirements into technical solutions, also create and manage the User stories.

- **SALESFORCE CONSULTANT**
  COMPANY – Infosys Limited
  Project – Telstra, Australia (Feb 2018 – Jul 2022)
  Responsibilities –
  - Service Cloud Implementation Digital Transformation for B2B and B2C customer experience on Service Cloud solution for Telstra. Single View of client's data using Service Cloud Console, Support Process, Case Management, Case Assignment, Case Escalation, Case Collaboration, Service Reporting, SLA & Entitlements, Email to case, Web to case. (Org. User Base: 1500 Service Cloud licenses.)
  - Sales Cloud Implementation Sales innovation for B2B and B2C customer experience on Salesforce Sales Cloud solution for Telstra. 360-degree view of customer data using sales console, Lead Management, Campaign Management, Opportunity Management. (Org. User Base: 1000 Sales Cloud licenses.)
  - Partner Experience Cloud Implementation Partner Community Implementation using Salesforce Experience Cloud for Partners to generate Leads, Opportunities. (Org. User Base: 1000 Partner community licenses.)

- **SALESFORCE ADMINISTRATOR**
  COMPANY – Infosys Limited
  Project –AT&T, USA (Oct 2016 - Jan 2018)
  Responsibilities –
    - User Management – Performing all tasks to manage all user's issues like Salesforce account set up for new users, providing required permission sets and licenses, managing public groups and queues, managing field level and object level securities.
    - Configuration – Creating validation rules, managing page layout and record types for objects.
    - Automation - Using Process builder, workflow rule and approval process to meet business requirement.
    - Reports & Dashboards – Creating Reports for business users to provide a detailed and clear view of data of team, scheduling reportas required.
    - Performing data clean-up for records stored in Salesforce to maintain data integrity, removing duplicate records, loading data into Salesforce via Data Loader and Demand tool, export data from Salesforce.
    - Working with senior members of the team to identify system needs, gather requirements, assist with prioritization and delivery.
    - Managed Salesforce system issues/bug fixes, and feature releases via rotation with other Application Administrators; help troubleshoot, investigate, and implement solutions to identified issues
    - Assisted Sales Ops team in a massive SF consolidation project between 2 unique instances
    - Conducted training for new users and refresher training with all new developments/customization and communicate proactively.
    - Well versed with SDLC- Agile, Scrum methodologies.
    - Potential to provide out of hours support and Weekend work to support change activity.

- **TECHNOLOGY ANALYST**
  COMPANY – Infosys Limited
  Project – DIRECTV, USA (Sept 2015-Oct 2016)
  Responsibilities –
    - Responsible for managing incidents, service requests end to end and also responsible to make sure that the process that has been set up for the IT operations team is being followed seamlessly.
    - Working on live Production Issues raised by the Client's Salesforce users. Perform root cause analysis of the issue and resolve them by Configuration or Customization changes
    - Working with the salesforce support team to track and develop the solution for the unknown blocker in service cloud standard functionalities.

- **SOFTWARE ENGINEER**
  COMPANY – Infosys Limited
  Project– RBS, UK (Feb 2014-Aug 2015)
  Responsibilities –
    - Analyzing the Project Requirement, scope and estimate of customerrequirement and technical documentation, coding, testing, deployment, and maintenance of the project. Handled errors using Exception Handling extensively for the ease of debugging and displaying the error messages in the application.
    - Used advanced Bulk techniques (FOR ALL, BULK COLLECT) to improve performance.
    - Created and manipulated stored procedures, functions, packages and triggers using Sql developer. Created records, tables, collections for improving Query performance by reducing context switching.