



## Contact

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## Skill Highlights

- Salesforce Business Analysis
- Salesforce Application Support
- Project management
- **Salesforce Technologies**  
Workflow & Approvals, SOQL, Reports, Custom Objects, Custom settings, Schedule Class, Data Loader, Sharing Rules, Import Wizard, Workbench, Changeset, Docusign.
- SOQL, PLSQL
- Unix, Oracle
- JIRA, CSM, Citrix

## Certifications

**Salesforce Platform Developer I (PD-I)**  
Salesforce Inc.

## Languages

English (Professional)  
Hindi  
Marathi  
Kannada

## Career Statement

Over 7 years of experience as Salesforce Business Analyst and 16 years in Information technology. 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.

## Professional Experience

02/2020 - **IQVIA** (formerly Quintiles and IMS Health, Inc.)

07/2022 *Salesforce Business Analyst*

- Managed across 30+ key clients to support through end-to-end business requirements.
- Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization's goals.
- Made sure that the requirements, enhancements and defects for all releases have been developed, fixed and tested by building traceability matrices in various project artifacts.
- Develop and maintain accurate technical and user documentation.
- Manage Salesforce change requests, including resource estimates and implementation process by using agile methodologies.
- Good experience in Salesforce.com Configuration of roles, profiles, user accounts, implemented role hierarchies, sharing rules and record-level permissions to provide shared access among different users.
- Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field-level and Record level security.
- Created Email templates in Text, HTML, and VisualForce necessary for the application.
- Created various Custom objects, Tabs, Workflows, Reports and validation rules for the application.

07/2016 - **Indecomm Global Services Pvt. Ltd**

01/2020 *Senior Software Engineer*

- Conducted Requirements Gathering, Business Analysis and Coordinated Project deliverables between functional teams in product management and technical teams.
- Identified gaps and compiled a detail business requirements.
- Performed administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions and Approval Processes.
- Provide technical assistance and end user troubleshooting for bug fixes and enhancements.
- Good working knowledge in querying salesforce.com database using SOQL
- Periodically refreshing the Sandboxes.
- Involved in preparing Business Requirement Document and Functional Requirement Document.

- 12/2009 - 02/2016 **Mashreq Global Services Pvt Ltd (Mashreq Bank, Dubai)**  
*Module Lead*
- Manage day-to-day operations of sales and service modules through CRM.
  - Perform deployment and testing for the new requirements and updates.
  - Wrote Unix shell scripts for automating reports and file loading.
  - Test and install executable programs on Unix platforms
  - Attend regular meetings/con calls with business user and vendor to derive the accurate requirement
  - Plan and track deliveries; negotiate and obtain timescales from the vendor.
  - Liaise with vendor and close all open issues.
- 03/2008 - 12/2009 **Tecnotree Convergence Ltd**  
*Operations Engineer*
- Production support, Monitoring jobs, Maintenance and enhancements
  - Testing patches received for bug fixes and enhancements.
  - Interacting with customer team and understanding on the repeated queries or issues received.
  - Coordinating with Offshore and the client on regular con calls for new changes and requirement gathering.
  - Plan and track deliveries; negotiate and obtain timescales from the development team.
  - Involved in rate configurations and monthly billing of postpaid customers.
  - Streamline and monitor the several routine processes of the team.
- 06/2006 - 02/2008 **Elitecore Technologies Ltd**  
*Software Engineer*
- Performed the implementation of the postpaid billing product.
  - Technical support, Monitoring jobs, Maintenance and enhancements.
  - Testing patches received for bug fixes and enhancements.
  - Requirement gathering for the prepaid billing implementation
  - Coordinating with offshore and development team on the deliverables and plan for testing and go-live on the production system.
  - Involved in rate configurations and monthly billing of postpaid customers

## Achievements

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- Received Technical Excellence Award.
- Received Best Team Award.
- Received several appreciations from client and within the organization with respect to Communication and prompt response.

## Education

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**Bachelor of Engineering** from Visvesvaraya Technological University, Belgaum, Karnataka. India.