VISHAKHA RANDIVE
SALESFORCE BUSINESS SYSTEM ANALYST

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EXPERIENCE SUMMARY

- Over 5+ years of experience in IT working as Salesforce Business Analyst and Salesforce Administrator.
- Certified Salesforce Professional with experience in various stages of Software Development such as Planning, Requirement gathering, User stories, Out of the Box Salesforce configuration, development co-ordination, UAT, Test case management, Production deployment, Post-Production Support.
- Along with strong requirements gathering experience and documentation skills, which includes conducting User Interviews, transforming Business Requirements into User Requirement specifications, writing detailed Functional Requirement Specifications Document (FRD) and Project Scope Document.
- Well versed with CRM processes like Account Management, Opportunity Management, Case Management, Campaign Management, Lead Management, and other processes.
- Experienced in Scoping Phase, Gap Analysis, User Acceptance Testing (UAT), and Implementation Phases.
- Used Jira, Version One and ServiceNow tools to track the Sprints and the progress to the overall project timeline with all the development user stories/ tickets.
- Experience on working with Custom Objects, Custom Fields, Picklist, Page Layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs, Reports and Dashboards.
- Hands on experience in working with Testing teams to perform QA testing then conducting User Acceptance Testing (UAT) sessions with Stakeholders, creating, and executing UAT test cases, developing test data and test plans. Also, with conducting End User Training and create training manuals and help documents post go-live.
- Experienced at creating and analyzing UML diagrams such as Use Cases, Sequence Diagrams, Class Diagrams, Activity Diagrams, Data Flow diagrams and Entity-Relationship (ER) Diagram.
- Efficient at Data Analysis, Data migration and transformation techniques with advanced Excel skills using Data Loader, Workbench, Data Import wizard.
- Excellent communication skills in organizing presentation for C-Level employees, meetings and requirements gathering from valuable stakeholders of the organization.
- Strong knowledge of Project Management skills such as time estimation, task identification, task assignment, and scope management.

TECHNCAL SKILLS

Salesforce	Lightning Record Pages, Custom Objects, Custom Fields, Page Layouts, Users Setup, Profiles, Roles, Permission Sets, Installed Package License Provisioning, Workflow & Approvals, Validation Rules, Process Builder, Record Types, Workbench and Data Loader, Reports & Dashboards, packaging, and migrations
SFDC Tools	Data Loader, Workbench, Excel enabled for Salesforce
Operations Tools	JIRA, Tableau, MS Excel, MS SharePoint, MS Visio, MS Word, ServiceNow
Testing	Sandbox setup, management, UAT Testing, Deployment, Change Sets, Data Backup, Test Cases
Project Management	Project scope, Requirement Gathering, Timeline Setting, Project Documentation, Task Management, Project Schedules, Stats Reports & Prioritization
Development Tools	RStudio, MySQL, GitHub, SOSL, SOQL

CERTIFICATIONS

- Salesforce Certified Administrator
- SQL for Data Analytics and Business Intelligence

PROFESSIONAL EXPERIENCE

US Bank
San Francisco, CA
Salesforce Business System Analyst
Mar 2021 - Present

- Worked with Business Stakeholders to gather the Requirements, and prepared BRDs, FRDs for technical team to develop salesforce projects.
- Followed Agile Development Methodology with Scrum master skills for the implementation and worked as enhancement team member and performed various roles such as Salesforce Administrator, Business Analyst, Data Analyst, Project Manager in the organization.
- Investigated potential target markets to understand key prospects, evaluate the opportunity, and identify possible entrance strategies.
- Participated in ongoing reviews of business processes and develop optimization strategies to enhance existing processes or build new capabilities from scratch.
- Evaluated business processes, anticipate requirements, uncover areas for improvement, and develop/ implement solutions Updated the latest process and advancements to automate and modernize systems.
- Uncovered key information that helped drive strategic decisions on market targeting and entry.
- Worked on implementing Role Based Access Controls (RBAC) by building Organization Role Hierarchy, implementing more secure Profiles with updated security settings, enhanced Permission Settings, converted many public objects into private sharing model, provided post-production support and controlling access requests.
- Conducted brain storming sessions, focus groups, JAD sessions and personal interviews to get a better understanding of the client's business process.
- Elicited business requirements in the form of user stories from stakeholders.
- Studied the current process and formalized the future state by going through scope documents and performed GAP analysis.
- Worked on custom objects, custom fields, picklist, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs, Custom Reports, Report folders, Dashboards.
- Designed and implemented Tableau Dashboards for C Suite to show them Margin on each customer and Sales Dashboard to show pipeline and team performance.
- Created Custom Formula Fields, Picklists, Field Dependencies, Validation Rules, Workflows and Approval Rules.
- Processes for outbound API messages, field updates, assignments, and Email notifications according to application requirements.
- Designed better customized profile-based page layouts specific to a user by using Record Types as to make sure that the right data is available for the right users.
- Analyzed business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, and lookup relationships.
- Co-ordinated with development and QA team for handling of defects with respect to data and Analyzed user behaviors by performing UAT testing.
- Used JIRA and ServiceNow to keep track of all the Tickets and Incident that were created for the Release in each Sprints.

Nevro Crop.
Redwood City, CA
Salesforce Administrator/ Business Analyst
Jan 2020 - Feb 2021

- Designed and developed Project Scope Document, Project Plans, Project analysis and Project Deliverables, Business Requirements Document.
- Conducted brain storming sessions, focus groups, JAD sessions and personal interviews to get a better understanding of the client's business process.
- Used field level security along with page layouts to manage access to certain fields.
- Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
- Created workflow rules and defined related tasks, email alerts, and field update.

- Downloaded and installed AppExchange packages like Google Ad words for campaigns, Sales Loft, D&B Hoovers, Xactly, Advanced Reporting Apps, LinkedIn, etc.
- Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people with Running User capabilities and dynamic dashboards.
- Conducted GAP Analysis and enhanced business process by integration with various third-party applications.
- Conducted several checks on the data flow into Salesforce.com application with the help of SQL Queries to develop test data.
- Maintaining Salesforce Data hygiene by implementing various techniques of identifying incorrect data, making regular constant corrections, recognizing root causes of incorrect data, introducing new processes to ensure future data hygiene.
- Created new custom objects, custom fields, designed page layouts, custom tabs, components, custom reports
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields
- Analyzed business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, and lookup relationships
- Designed and developed test scenarios to be used during product testing and User Acceptance testing with test plans, test cases, test data and conducted UAT end user training by creating training manuals
- Acted as a liaison for projects with other corporate departments, including Executive, Legal and Information Services as well as vendor relationships.
- Well experienced in managing an offshore team of five data analysts in assigning day to day responsibilities, working with the team to meet the close deadlines and deliverables, training the team on regular basis with new Business logic, introducing efficient ways to manage work.
- Responsible for salesforce deployments to various sandboxes and production org.

Walmart San Francisco, CA
Salesforce BA Jan 2019 - Dec 2019

- Created project proposals, project schedules and other important documents such as contracts and status reports for client and internal utilization.
- Created custom objects and custom fields for objects like Leads, Marketing, Campaign, Dashboard, Sales, Account etc.
- Configured security and organizational hierarchy for sales, marketing, and finance users for salesforce implementations.
- Involved in Design and development of Workflows rules, triggers, validation rules and other customizations.
- Designing better customized profile-based page layouts specific to a user by using Record Types as to make sure that the right data is available for the right users.
- Administered Salesforce CRM applications for Sales, Marketing and Support Departments. Involved in creating multiple analytical reports, with varying degree of complexity.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for integrity of the data.
- Worked on setting up efficient territory rules as to design an advanced Territory management system which will ensure that all the Lead, Opportunity, Account in Salesforce get automatically get assigned to the right territory and their respective Sales Team. With constantly updating the Sales Teams on these territories as to keep the system up to date and realigning the data in Salesforce.
- Addressed all aspects of the claim processing lifecycle, starting from identifying a claim right up to closure.
- Used SOSL and SOQL queries during the data migration and custom development.
- Managed the Sandbox Environment and refresh the sandboxes and created the new Sandboxes for business needs.
- Managed the product backlog with user stories through progressive refinement applying business prioritization, solution approach, and technical delivery considerations.
- Created Test Plans, Test Cases to ensure Quality Assurance and to test all the business requirements.
- Worked closely with Quality Assurance Team as to conduct various testing involving UAT (User Acceptance Testing), Unit Testing, and White Box Testing.

Andromeda Pvt. Ltd., IN   **Mumbai, India**
Salesforce Business Analyst   **Jun 2017 - Dec 2018**

- Worked with Project manager to identify best approach for gathering requirements and estimated project size using UCP analysis.
- Primarily involved in developing use case document for the application, traceability matrix, system requirement specification (SRS) and presentations for proposed solutions
- Deployed, configured, and supported the prototype application for UAT, prepared deck for UAT & gathered feedback and followed up with further updates on the prototype and related documents
- Imported data from Excel sheets, CSV files to Leads, Accounts, Cases, Candidates, Contacts and Projects from Legacy System using Data Loader and Import Wizard
- Perform GAP Analysis of the 'as-is' and 'to-be' system
- Work closely with Project manager to keep track of timeline and budgeting
- Identified various business processes and developed process flow diagrams for the business processes and validated the same with SMEs. Developed prototypes for the UI and helped in development of screen navigation flows.
- Created use case scenarios and documented workflow and business process.
- Conducted and managed full pre-production testing and Unit testing for major projects and production migration to ensure smooth roll out.
- Responsible for identification of Use Cases from Business Requirements and responsible for scripting Use Case Specification and prepared use case diagrams to show interactions.

eClerx Pvt. Ltd., IN   **Mumbai, India**
Business Analyst (Salesforce)   **Mar 2016 - May 2017**

- Enhancing profiles to ensure limited access and securing data integrity and data security across the organization and introducing new access standards to reduce future collisions or data risks.
- Implementing new ways to ensure better utilization of available Salesforce resources such as Licenses, Object limitations, Fields Usage, Data Usage.
- Involved in various phases of Software Development Life Cycle such as Planning, Analysis, Design, Testing and Maintenance.
- With effectively training and supporting end user queries in Salesforce on day-to-day basis, along with enabling the Data Analysts on user queries to ensure delegation and effective Case management.
- Automating day to day workflows and designing better ways to organize data flow and processes using appropriate validation rules and advanced Workflows rules, Process builders and Approvals.
- Complete bulk import of data from legacy System to Salesforce. Analyzing the data and making necessary changes.
- Made thorough testing of requirements before deploying to production.
- Developed and maintained custom reports.
- Created Dashboards for service representatives.
- Conducted GAP Analysis and enhanced business process by integration.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

EDUCATION

Masters in Engineering Management   **Jan 2019 - Dec 2020**
San Jose State University, CA

Bachelor in Electronics Engineering   **Aug 2013- May 2017**
Mumbai University, India