

SAKSHI GUPTA

SALESFORCE BUSINESS ANALYST || Trailhead EXPEDITIONER

CONTACT

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EDUCATION

B.Tech
 Computer Science
 Amity University
 2012-16
 Lucknow, UP

SKILLS

Salesforce
 Jira
 Microsoft Azure
 Agile Methodology
 Excel/ Google Sheets
 Microsoft Visio/ MS office
 Data Modelling
 Leadership
 Experience
 Problem Solving

WORK EXPERIENCE

Salesforce Business Analyst

SPlus Consulting
 2018 - current / Noida, IN

Product Manager App Dec 2020-July 2022
 Indiana, US (Remote)

- Interacted with various technical and business users for understanding the current functioning of the system and the implementation of Vlocity in Salesforce.
- Worked on Salesforce Objects like Opportunity, Contact, Account, Case, Product, and other custom objects.
- Worked on Vlocity CPQ in understanding the Insurance Calculation Procedures and Rating Calculations
- Created various use cases and Visio flows based on requirements gathered.
- Worked on Quoting and Application Process in Sales Cloud, Salesforce in Insurance Domain.
- Performed SFDC Administrative tasks such as creating profiles, Users, Roles, Page Layouts, email services, Workflows & Approval Processes, Tasks, Events, Reports and Dashboards
- In-Depth knowledge of entire Opportunity Lifecycle, with Quote creation and acceptance and Document sign.
- Created and Maintained BA test plans for smoke testing and UAT testing in various sandboxes.
- Created Epics and Features based on business requirements and drafted the User stories for the same.
- Finalized the user stories in Grooming sessions with various business teams
- Lead and Participated in Sprint planning and Daily Scrum meetings.
- Worked on analyzing and eliciting Approval Process related requirements and document generation related to Quoting and Application Process.

Meraki Sales

Oct 2019-Nov 2020

- Developed field & page layout customization for the standard objects like Account, contact, leads.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
- Worked on data migration from databases to SFDC using Data Loader. Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns

- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.
- Meet with key stakeholders to gather detailed business and functional requirements to be built into Salesforce.com.
- Created custom Reports based on business need and associated them to Dashboard.
- Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

Salesforce Gap Analysis

Feb 2019-Sept 2019

- Interacted with various business units in Salesforce client- Kelly Services to understand the current Business Process
- Ran GAP analysis based on Salesforce Best Practices and the current Sales Methodology followed by the organization.
- Did Business Process Modelling (BPML) for the sales methodologies followed by various Business units using MS Visio and Miro
- Connected with various stake holders to understand the important fields and processes utilized in Sales Cloud.
- Requirement Analysis based on requirements that were gathered from the stakeholders.
- Conducted JAD sessions within internal Development and Admin team to understand the various out of the box functionalities.
- Created User Stories based on the requirements in JIRA.
- Prepared Test Plans Functional Test Cases and coordinated/involved with Group IT team End Users to conduct Unit Testing UAT.
- Assisted in Business Case development of Salesforce.com studying the feature, functionality case and cost benefit analysis study during the process.
- Prepared Solution Designs to indicate proposals meet the functional specifications developed through Requirements analysis, Solution assessment and validation with the internal stakeholders.

Project Billing

Jan 2018-Dec 2018

- Working with stakeholders to gather requirements around the Billing Requests
- Require to document every input, action, outcome exchanged between the team, departments so that stakeholders could look into it.
- Implementing the solutions to track down the progress, and build training materials, holding the feedback & elicitation questions for the record.
- Involved in preparing Process Flow Diagram another UML Diagram.
- Ensured integrity of incident data through Weekly scrumming session and finalize the impacts and root cause, group responsible and any other information supposed to go on reports.
- Collaborating with the solution architect to discuss the tickets and the issues faced.
- Helped the developing teams in mapping the data and testing teams during testing phases.
- Clarify issues with developers during efforts to validate designs and functional specifications.