Rupal Nagar

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Professional Summary

- o Designated as Business Analyst at Deloitte.
- o More than 5 years of proven Salesforce and Veeva CRM experience.
- o Contributed to value-add initiatives.
- o Quick learner and ability to grasp new skills.

Functional Skills

Requirements Gathering, FSD (Functional Specification Document), BRD (Business Requirement Document), Process Flows, Workflows, Timelines, Project Management.

Technical Skills

Salesforce: Apex, Visualforce, SOQL/SOSL, Omni-Channel, Workflows, Process Builder, Approval Processes, Flows, Reports & Dashboards, Validation Rules, Data Security Model, Change Sets.

Veeva CRM: Account Management, Call Reporting, Survey Management, Multichannel Solutions (CLM, Approved Email, Consent Capture), Sample Management (Sample Lots, Sample Limits, Sample Transactions), Product Management (Product Catalog, My Setup Products, Product Metrics), Territory Management, Suggestions, VMOC & Multichannel Cycle Plan.

Tools Utilization

- o ITSM Tool: Service Now
- o Project Tracking: Jira
- o Validation Tool: Valgenesis and SaaS ToolKit
- o Deployment: AutoRabbit and COPADO
- o Data Management: Workbench and Dataloader

Qualification Summary

Course/Degree	Institute/University	Year of Passing	Percentage
Bachelors in Engineering	Chameli Devi Group of Institutions	2017	70%
Class XII	Chhatrapati Shivaji Public School	2013	70%
Class X	Chameli Devi Public School	2011	70%

Work Achievements

- o Received "Move the Dot" Award
- o Achieved "On the Spot Award" from Customer end.
- o Achieved "On the Spot Award" for being a team player in a project.
- o Successfully achieved 109 Badges consisting of 86,918 Points in Salesforce Trailheads.
- o Certified in Salesforce Business Analyst
- o Certified in Salesforce Platform Developer – I
- o Certified in Salesforce Administrator
- o Received appreciation from Salesforce Unit Head for outstanding contribution to the project.

Automations Implemented

o Automated permission set assignment tool.
o Proactive email alert solution for case resolution time.

Projects at glance

1. **Organization:** Deloitte
   Period: May 2022 - Present
   Role: Business Analyst
   Project Title: PineLabs Pvt Ltd
   Pinelabs is one of India's leading fintech companies dealing with POS machines & various services, QRs, Lending, Petroleum Automations, etc.
   Responsibilities:
   o Got involved as 1st BA in a team of 35+ members to initiate and manage 2 new fresh programs. One is Petroleum Automation for BPCL and another is a new Billing System of Pinelabs.
   o Key responsibilities:
     ○ **Requirements Gathering:** Study all the **BRDs** *(Business Requirement Documents)* and interact with PMO, Business, Product Team, Sales Team, Ops Team, Stock Team, Finance Team, etc to understand the requirements.
     ○ **User Stories:** Breaking the requirements into user stories
     ○ **Process Flows:** Designing E2E as well as individual detailed process flows
     ○ **FSD** *(Functional Specification Document)*: FSD creation and getting it signed off by all the involved stakeholders & making it the source of truth for the entire program.
     ○ **Design & Test Cases**: Work with Technical Architect to give him functional download so that he can proceed with the design of the project. Likewise work with QA Lead to give them functional download so that he can proceed with Test Cases.
     ○ **Estimates & Sprint Planning:** Work closely with Technical Architect & QA Lead to draw estimates and do the sprint planning accordingly. Get Program timelines approved from PMO and client.
     ○ **PMO Responsibilities:** Every day communications with clients, keeping track of sprints status, managing SIT & UAT sessions, etc.
     ○ **Delivery**: Successfully delivered 3 phases of the program & received a lot of clients appreciation.
   o Weekly Status Reports
   o Highlighting Risks & Scope Creeps
   o Maintaining a track on **JIRA** and creating Epics and User Stories as per requirements.
   o Maintaining all the documentations in order
   o Created **BRDs** (*Business Requirements Document*) for Change Requests (*CRs*) as and when required
   o Created **Process Flows** for the entire project i.e all the activities or processes involved in the project, created a very detailed process flow document.
   o Created **Object Models** for the existing projects as requested by CTO.

2. **Organization:** Accenture
   Period: May 2021 – April 2022
   Role: Salesforce Deployment Manager (Support and Maintenance)
   Project Title: BCBSM (Blue Cross Blue Shield Michigan)
   Responsibilities:
   o Salesforce User Story development and deployment.
   o Responsible for close coordination with the development team.
   o Providing configuration support to end users.
   o Working over test and production org defects.
   o Responsible for monthly release notes and business communication.

3. **Organization:** Tata Consultancy Services Ltd.

Period: Mar 2018 - Apr 2021
Role: Salesforce Developer

Project Title: IMCM Program (Integrated Multi-Channel Marketing)
Responsibilities:
o   Veeva CRM Support and Maintenance Activities
o   Closely worked with LATAM Market Countries to support their end-to-end activities
o   Partnered effectively with LATAM Market, Veeva Vendor, and business to provide business and technical solutions.
o   Providing technical support to end user issues.
o   Testing of new features and bugs as a monthly Veeva release.
o   Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

Project Title: The Linde Group
Responsibilities:
o   Development & deployment of new functionalities
o   Analyzing and customization of existing functionality in Salesforce
o   Responsible for resolving customer issues, handling the client calls, and sending client communications.
o   TCS Salesforce trainer to train new joiners with Salesforce capabilities.