

Harshini B

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Frisco, Texas

PROFESSIONAL SUMMARY

* MS in CS, 10 years of IT experience with 8+ years of strong experience in Salesforce.com (SFDC) as Business Analyst and Administrator.
* Experience defining business requirements, writing user stories, and providing detailed functional and technical designs.
* Well adept at working closely with Business users to enable business process using SFDC.
* Self-starter with strong organizational skills, communication skills and change management skills.
* Strong interpersonal and collaborative skills. Excellent written, verbal communication and presentation skills.
* Excellent analytical and problem-solving skills for requirements gathering, design and testing of applications
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM.
* Hands on experience on doing the user Configuration and workflows and process builder.
* Experience working with different Integration systems.
* Effectively share project vision and strategy.
* Experience in Coordinating and communicating between on shore and offshore Teams.
* Experience working with government project like 311 and also on tier model (Dealer/Grower).
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud**
* Responsible for unit, integration and regression testing and end to end user testing.
* Experience in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Experience in working in Agile Methodology environment.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Hands on Experience about Production and Sandboxes using Eclipse IDE, Force.com Migration Tool, and Change Sets.

CERTIFICATIONS:

Certified Salesforce Platform Developer I Certified Salesforce Platform App Builder Certified Salesforce Administrator

PROFESSIONAL EXPERIENCE

**Huntington National Bank Nov 2022 – Till date**

**Sr. Salesforce Business Analyst**

**Responsibilities:**

* Identify business lines and gather business requirements through JAD sessions and story boarding followed by current state Process Modelling and Process Mapping with a UML diagrammatic representation.
* Facilitated Agile ceremonies, including daily stand-ups, sprint planning, backlog refinement, sprint reviews, and retrospectives.
* Identify and analyze business problems and define the scope of activities required to address the issues, including requirement definition, process review, impact assessment and operational streamlining where appropriate.
* Worked on process Builder and workflows and flows.
* Worked on the salesforce.com applications using Agile Scrum Methodology.
* Has hands on Experience in configuring users into the system.
* Worked with Integration Team (Middleware) to populate the data and other processes into Salesforce.
* Utilized Confluence as a central documentation and collaboration platform for project-related artifacts.
* Involved in all aspects of projects, including documentation of project needs, analysis/research of needs and possible solutions, identifying technology and business solutions, gathering, documenting and updating business requirements, reviewing workflow process mapping, developing business testing strategies and working with project members to execute the test plan, recommending preferred solutions, and implementing recommendations.
* Designed and maintained SQL databases, ensuring data integrity, security, and high availability.
* Managed project documentation (implementation plan, issues log, process maps, etc.) and documents process flows and gaps uploading the same on the project Share Point site.
* Assessed, research, analyze and document sponsor/stakeholder needs.
* Supported the Project Manager in planning, executing, controlling, and closing phases with the help of Project Planning.

**Environment:**

Saleforce.com platform, Workflow & Approvals, Reports, Salesforce CTI integration, Custom Objects, Custom Tabs, Sales Cloud, Sandbox data loading, Jira.

**Incapsulate June 2021– Oct 2022**

**Sr. Salesforce Business Analyst**

**Responsibilities:**

* Interact with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Worked On Philly (Philly gov) and Sonoma County (California) **311** Projects.
* Work closely with Sales team and business analysts to perform detailed analysis of business and technical requirements. Design a solution by customizing various standard objects of SalesForce.com (SFDC) by capturing all stories in JIRA.
* Provide all functional documents like RTM, BRD, etc.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on Integrating the Web Services for extracting the data from external systems.
* Created new Custom Objects, Assigned Fields, Dependent Pick-lists, Record Lists, Custom tabs, and Custom Apps.
* Conduct story refinement sessions to have specific directions to each user story by dev team and testing team.
* Responsible for demonstrating the stories to the business and get the acceptance.
* Assist with project implementation and control monitoring process related to quality assurance (QA) and user assisted testing (UAT).
* Work closely with the clients to drive the story acceptance calls and for any questions/clarifications and then work with the build teams to accelerate the development by removing the blockers.
* Responsible for conducting in-depth analysis of current and proposed business operations, proposed process and technology solutions.
* Provide training sessions to the agents.
* Responsible to keep track of the issues reported by agents from different stores and maintain backlog for next sprint.
* Active in design discussions with Development team.

**Environment**: Salesforce.com platform, Salesforce CTI integration, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Sandbox data loading, Jira

**Monsanto/Bayer St. Louis, Missouri May 2019 – May 2021**

**Salesforce Business Analyst/Lead**

**Responsibilities:**

* Responsible for Requirement Traceability Matrix (RTM), System Requirement Document (SRD)Test case, Functional Specification Document (FSD)for the salesforce.com applications using Agile Scrum Methodology.
* Monsanto/Bayer is an agricultural /pharmaceutical Company where the whole Project is based on the flow between the dealer and Grower (Dealer/broker model).
* We have combined with third party tool (Glovia)to manage the ordering system of the products.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Conduct brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Create data flow diagrams and process flow diagrams to facilitate better system understanding.
* Work on Salesforce communities and Lightning for an enhanced and most advanced UI experience for the user.
* Create SFDC reports as required by the business.
* Closely work with teammates while implementing the solutions for the requirements.
* Create Environment setup plan, Migration document and checklist.
* Plan testing strategy, created and signed off test-script, executed User Acceptance Test
* Create Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Create profiles, roles and configure permissions according to organizational hierarchy requirement.
* Document the requirements for Integrated to Salesforce.com using external systems like SAP, Cast Iron/Middleware.
* Help in Deploying Change Sets from Sandbox to production.
* Write SOQL and SOSL queries when needed.
* Use Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation.

**Environment:** Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, Force.com, Process Builder, Data Migration, Custom Objects, Custom Tabs, Page layouts, Email Services, Approval Process, Validations.

**Cummins Inc, Columbus, IN Oct 2018 – April 2019**

**Sr. Salesforce Business Analyst**

**Responsibilities:**

* Plan and conduct requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Responsible for creating, managing, and delivering of required documents for application.
* Offshore co-ordination, transferring the business requirements to Offshore, guiding and driving offshore for completion of development tasks.
* Participate in the release cycle of the product which involved environments like Development, QA, UAT and Production.
* Assist in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Hands on experience doing configuration, customization.
* Worked with Integrations to flow data in and out of Salesforce.
* Document & maintain overall system configuration, change control, and enhancements.
* Customize Custom reports, and dashboards based on business needs. Outline the organization hierarchy and created profiles, roles accordingly in Salesforce.
* Work and document on visibility and security settings around them as required by the business.

**Environment:** Data Loader, Workflows, Triggers, Web Services API, Force.com,Process Builder, Data Migration, Custom Objects, Custom Tabs, Page layouts, Email Services, Approval Process, Validations.

**Eagle Creek, Eden Prairie MN Nov 2017– Aug 2018**

**Sr. Business Analyst/Administrator**

**Responsibilities:**

* Conduct business analysis by working with end users to identify system, operational requirements.
* Collaborate with information technology and business management to establish a strategy and architecture of new CRM to meet business needs.
* Prepare training material and provide in person training, and also training via web conferencing.
* Effectively communicate technical issues and resolve problems at all levels of the organization.
* Establish and manage traceability between multiple artifacts (use cases, test cases, requirements etc).
* Perform gap analysis to understand the improvements that can be placed in the process.
* Design and deploy Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules to suit to the needs of the application.
* Responsible for the coordination and execution of business analysis and establishing, maintaining and implementing the tools, methods and procedures for the business analysis process.
* Configure Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Effectively create the picklists, dependent picklists and junction objects to establish the connectivity among objects.
* Perform Unit Testing using Test Methods of Force.Com utilities.
* Use Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements.
* Setup Role hierarchy and create sharing rules to limit data visibility.

**Environment:** Salesforce.com platform, Apex Language, Visualforce, Apex Data Loader, Bootstrap, jQuery ,HTML, JavaScript, Apex Triggers, Chatter, Sales Cloud, Web Services, Apttus CPQ/CLM, Reports, Process Builder, Data Migration, Custom Objects, Custom Tabs, Page layouts, Email Services, Approval Process, Validations, Workflows, Jira.

**Cummins Inc., Columbus, IN Aug 2015 – Oct 2017**

**Sr. Salesforce Business Analyst**

**Responsibilities:**

* + Collaborate with Business team to define scope of projects and timelines associated with completion of project.
  + Delegate project roles and managed deadlines.
  + Gather, document, and analyze data and information.
  + Gathered and tracked all requirements using JIRA.
  + Worked in Agile Process.
  + Implemented field level Security, Profile, and audit trail setup.
  + Created email templates and inbound emails using Visual Force for customers and clients.
  + Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
  + Created new user accounts and assigned profiles as per their role in role hierarchy.
  + Schedule Apex Batch jobs for processing large records for testing.
  + Worked on data migration from databases to SFDC using Data Loader.
  + Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
  + Created Custom dashboards displaying data used in research through which process is observed and verified.

**Environment:** Salesforce.com platform, Apex Language, Visualforce, Apex Data Loader, Bootstrap, jQuery ,HTML, JavaScript, Apex Triggers, Chatter, Service Cloud, Web Services, REST API,GITHUB, Reports, Process Builder, Data Migartion, Custom Objects, Custom Tabs, Email Services, Jira, ANT Migration tool.

**Vivera technologies, India April 2013 – Dec 2013**

**Consultant**

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements
* Worked as enhancement team member and performed the roles of Developer and Administrator in the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Created Custom Buttons on various object Using JavaScript.
* Designed various Webpages in Visual Force using HTML,javascript,Bootstrap for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Utilized sharing rules, public groups and Roles to open up data restricted via OWD settings.
* Created number of users and assigned respective role and profile.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com sObjects. Used it to read, extract, and load data from comma separated values (CSV) files.