**SAKSHI PAYASI**

**Sr. Salesforce Business Analyst/Product Owner/Software Quality Assurance Analyst**

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**Aubrey TX**

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**H1b**

**C2C Only**

**Open to relocate nationwide and ready to go onsite from Day1.**

**Professional Summary:**

* Experienced Technical Salesforce Business Analyst/Product Owner/QA with 13+ years of expertise in full system testing lifecycle following Agile methodologies. 10+ years’ experience in Business Analysis in financial service cloud platform. Specialized knowledge in Salesforce, encompassing various features, modules, workflows, approval process, custom objects, and security concepts. Proficient in SFDC configuration and skilled in utilizing ADO, JIRA, and Zephyr for project management. Adept at translating business requirements into robust technical solutions and delivering functional applications. Holds an esteemed Engineering Degree in Computer Science.
* 13+ years of experience as Senior Software Analyst with full system testing lifecycle experience, including design, development, and implementation of test plans, test cases and test processes which drove rapid corrective actions, fault-free audits, and significant cost savings.
* 10+ years of experience as Business Analyst following agile methodologies, managing 20+ members team. Conducted daily scrum to manage the project progress and achieve results.
* Gathered & Translated business requirements into detailed technical specifications and delivered a solution from the design stage to a functional application.
* Defined, documented, and maintained business processes, requirements, and policies, look for ways to continuously improve processes & procedures.
* Communicated with stakeholders and internal team members to get the requirements and converted into User Stories.
* Experienced analyst with detailed application understanding, system design knowledge, and SDLC expertise.
* Leads and coordinates testing for small to medium initiatives, employing Test Assets for requirements validation.
* Identifies automation opportunities, reviews defects, and maintains application quality.
* Provides consultation, mentoring, and collects testing metrics for effective test data management.
* Performed training of new enhancements and features, involved in training and Knowledge sharing & transition.
* Experienced in Cloud computing platforms such as Amazon Web Services (AWS), Azure DevOPS, Salesforce.
* Promoted post cutover, go-live support and monitored processes. Prioritized the defects based on the project release impact, proposed the solutions, coordinated overall fix, retest & implementation.
* Comprehensive knowledge of Oracle 11g, SQL Server 2005, HP Quality Center, HP Quick Test Professional, Agile; C#, VBScript, .Net, Windows, Salesforce CRM Cloud Application testing, Agile Methodologies and monitoring tools, Web applications and desktop applications testing.
* Multifaceted experience in test automation framework development, microservices testing, consumer contract testing, API testing, web application testing, performance testing, continuous integration using Jenkins and maven and debugging complex systems.
* Backed by sound academic credentials including an Engineering Degree in Computer Science.

**Education**

* Bachelor of Engineering, Computer Science (2009), Rajiv Gandhi Prodyogiki Vishwavidyalaya

**Licenses & Certifications**

* Certified Software Tester (CSTE) - ISTQB® - International Software Testing Qualifications Board
* ITIL Foundation Level - BMC Software
* Salesforce Business Analyst
* Salesforce PD1

**Technical Skills:**

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| --- | --- | --- | --- |
| **Project Management** | **Salesforce.com Administration** | **Jira** | **Jenkins** |
| **Business Analysis** | **Salesforce Lightning** | **ITIL** | **Java** |
| **Scrum Master** | **Financial Service Cloud** | **BMC Helix ITSM** | **Selenium** |
| **Release Management** | **Customer Relationship Management** | **Agile Methodology** | **SaaS** |
| **Functional Testing IOS** | **Sprint Planning and Management** | **Git Hub** | **Cloud Platform** |
| **AWS** | **Salesforce** | **Cloud Computing** | **Azure DevOps** |
| **Power BI** | **SSIS** | **SSRS** | **SQL** |
| **Data Masking** |  |  |  |

**Professional Experience**

**Employer: Cuboid IT Solutions**

**Berkshire Hathaway Home state Companies, Addison TX September 2023 – Present**

**Technical Salesforce Business Analyst/Product Owner**

**Information Management, team of 11**

BHHC Information Management team is responsible for business value alignment, Movement to the cloud, Service level objectives and Modernization. Better determination and communication of business value of what is being delivered. Involvement of the business (engaging the business as developers)-hand holding of the new PBI developers. Develop strategies for migration to the cloud. Maintains and fixes the application and reports when it is in trouble, resolve issues appropriate before the business notices. Automation of QA testing, API, Data Masking and security, environments in the clouds, source systems being modernized, expansion of number of data source and abandonment of data sources when required.

**Responsibilities:**

* Responsible for Project management and team. Understand the ongoing and upcoming tasks.
* Monitoring the progress of each user story, tasks performed during the Current PI Plan.
* Was involved in Program Increment (PI) planning and defining the scope for the upcoming release and plan the project deliverables for next 6 sprints.
* Work closely with the business to gather information.
* Configured Guidewire PolicyCenter to streamline policy administration processes, enhancing operational efficiency and improving user experience in managing insurance policies.
* Developed SQL queries to extract and analyze complex data sets, enabling detailed business reporting and informed decision-making based on accurate data insights.
* Designed and implemented SQL databases to support project requirements, ensuring efficient data storage, retrieval, and management for various business applications.
* Led the customization of Guidewire ClaimCenter to tailor the claims management process, resulting in faster claim resolution and increased satisfaction among policyholders.
* Manage JIRA /ADO for user stories creation, management and monitoring the progress.
* Lead / attend the scrum calls and response to the questions related to the user stories or to make sure to get the answers from the Business for the relevant query.
* Helped team to resolve their queries, problem related to the assigned user stories and task by arranging brainstorming sessions.
* Conducted in-depth analysis of Property and Casualty insurance processes to identify areas for improvement, leading to more accurate risk assessments and better policy pricing strategies.
* Collaborated with stakeholders to optimize Property and Casualty insurance workflows, ensuring compliance with regulatory requirements and improving overall operational effectiveness.
* Skilled in presenting business scenarios and upcoming Project Plan to the senior management and stakeholders.
* Management of the PBI report documentation, Functional Specification documentation, management of the Wiki pages for the training purposes.

**BMC Software, Houston TX September 2016 – July 2023**

**Technical Salesforce Business Analyst/Senior Software Consultant**

BMC Remedy force is an IT service management solution (SaaS) that provides incident, problem, change, release, knowledge, service level, service asset and configuration, request fulfillment, and service catalog processes over Salesforce Force.com platform. It enables organizations to respond quickly and efficiently to conditions that disrupt business services and minimize downtime. It also allows you to make changes in a controlled way, reduce the risk to timely delivery of services, and align with business objectives. Remedy force helps speed response time and improves productivity by incorporating ITIL best practices. This product is used by various customers such as Bank of America.

**Responsibilities:**

* Exceptional ability to analyze and translate business requirements into detailed technical specifications.
* Skilled in tracking and presenting business scenarios to senior management and stakeholders.
* Experienced in working with groups of teams to achieve the targeted results.
* Exceptional communication and collaboration skills, facilitating requirements gathering, analysis, and stakeholder engagement.
* Experienced in working with multiple scrum teams and management.
* Proactively reviewed and validated test results, prioritizing defects based on release impact and proposing effective solutions.
* Coordinated the implementation of Guidewire BillingCenter to enhance billing operations, ensuring accurate and efficient handling of premiums and claims for insurance policies.
* Developed user training materials and conducted sessions for Guidewire ClaimCenter, enabling staff to effectively use the system and improve the overall efficiency of claims management.
* Delivered impactful demonstrations, training, and presentations during feature sprints, showcasing the value of solutions.
* Strong Salesforce knowledge, including features, modules, data models, workflows, and security concepts.
* Proficient in using JIRA for bug tracking, Zephyr for test case creation, and JIRA for test cycle execution.
* Designed and implemented strategies for managing Property and Casualty insurance portfolios, focusing on optimizing coverage options and reducing underwriting risks.
* Analyzed customer feedback on Property and Casualty insurance products to recommend improvements, leading to enhanced product offerings and increased customer satisfaction.
* Provided go-live support, monitored processes, and ensured post-cutover success.
* Extensive experience in QA software testing and database testing in Healthcare, Insurance, Finance Service Cloud and ITSM domains.
* Proficient in implementing security and sharing rules at different levels for user-specific access.
* Actively participated in agile ceremonies, providing valuable input on prioritization, sprint goals, and process enhancement.

**Xerox, Bengaluru India August 2015 – September 2016**

**Business Analyst**

**Strata Care Project, team of 10**

Strata Care (Workers comp Bill Review Company)

Strata care (national bill review software solutions and service) is a leader in national bill review software solutions and service for the worker’s compensation industry. Strata Care offers superior financial controls and decision support tools for workers’ Compensation through its innovative bill. Review software suite, Strata Ware. Strata Ware not only provides you with the benefits of extremely efficient bill processing, but also includes features designed to optimize workflow processes and provide a high level of integration with important. Functional components of claims management, utilization review, and provider networks. Strata care meets the unique and different needs of our clients, including insurance companies, employers and third-party administrators through the development and deployment of highly productive and flexible software and service solutions.

**Responsibilities:**

* Played a pivotal role in the Strata care and Strata ware solutions project, including medical bill review and other clinically driven cost containment solutions which is now called Conduent company, by effectively coordinating with onshore and offshore counterparts, conducting trainings, and exhibiting strong interpersonal skills during requirements gathering, analysis, and meetings.
* Functioned as a Business Analyst, engaging with stakeholders to finalize user stories and ensuring seamless alignment with business objectives.
* Facilitated impactful workshops and meetings with stakeholders, eliciting requirements, defining user stories, and refining acceptance criteria.
* Collaboratively designed and refined wireframes, prototypes, and process flows to visually represent user requirements, fostering effective communication with development teams.
* Tracked and presented key business scenarios to senior management and stakeholders, providing valuable insights, and driving decision-making processes.
* Expertly executed tests, meticulously detecting, analyzing, and reporting failures.
* Ensured compliance with QA standards and regulations such as Meaningful Use (MU) and HIPAA in accordance with US regulations, as well as customer-specific specifications.

**Emids, Bengaluru India December 2011 – July 2015**

**Senior Test Engineer**

**Responsibilities:**

* Played a crucial role in quality assurance testing for the 'Ortho EMR' project for Merge Healthcare (Now IBM), ensuring accurate recording of patients' visits and the creation of centralized patient records specifically tailored for orthopedic practices.
* Contributed to the meticulous testing of the 'Periop - PSS' project for Merge Healthcare (Now IBM), focusing on gathering pre-surgical data and optimizing peri-operative processes to enhance patient safety and clinical efficiency.
* Actively involved in the testing phase of the 'Phytel Coordinate' project, for Phytel (Now IBM) which aimed to provide care teams and coordinators with advanced tools for effectively managing patient populations and improving overall care coordination.
* Participated in the comprehensive testing of the 'CoreLogic Application Development' project for QUALIFACTS client, a robust web-based enterprise management system designed specifically for behavioral healthcare service organizations.