**XYZ**

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**Address**: Flat No.5, xyzEnclave7, xyzLayout, xyzMain Road, xyz-560090



Seeking a challenging assignments in **Business Analysis**with an organization of high repute, Preferably in **Bangalore**.

**SNAPSHOT**

* B.E in Computer Science from xyzInstitute of xyzwith an experience of over 4.10years as a Business Analyst.
* Currently associated with XyzServices Pvt.Ltd, Xyz as a Senior Business Analyst.
* Gained experience in Salesforce consulting, QTP, SDFC technologies, Quality Assurance and Software Testing.
* Expertise in handling Salesforce projects within time and cost parameters.
* Proficient in Designing, Testing, Troubleshooting, Debugging and Software Activities.
* Successfully completed trainings onBusiness Analysis from IIBA Accenture Services Pvt.Ltd.
* Conversant with Programming Language as JAVA and C++, Operating System and Productivity Tools like
* Harvest, Quality Center, HP QTP and Internet Applications.
* An effective communicator with excellent interpersonal, logical thinking & analytical abilities.

**SUMMARY OF SKILLS**

* Salesforce CRM and Admin
* Visual Force
* Agile Methodology
* Case Management
* Workflow and Approvals
* Email services
* Quality Analysis
* Data Loader
* Release Management

**ORGANIZATIONAL SCAN**

**Since April’2010 with XyzServices Pvt.Ltd, Xyzas a Senior Business Analyst.**

Roles and Responsibilities:

* Initiate Requirement gathering, elicitation, management, documentation.
* Implementing Workflow Rules, Approval Process, Validations, Reviews, Data Migration and Validation.
* Engaged in functional configuration and implementation of Salesforce.
* Involved in conducting project Kick-off, creating SOW, and preparing RTM Documents
* Analyzing documents and preparing test cases as per the requirements of the application.
* Applying Quality Center for test planning and bug tracking.
* Preparing daily status reports, weekly progress reports, RTM and defect logs.
* Organizing Release Management activities and short term data fixes using Data Loader Utility.
* Engrossed in Manual testing cases in Quality Center.
* Creating prototype for demonstration of design solution and testing Unit Application.

Project Title : Salesforce.com (PRM, KB and SC)

Duration : 3years

Description : The project was about huge partner base, delivering separate portals for partners and making

Partner Management easier and seamless.

Project Title : Salesforce.com (CRM)

Duration : 1.4 year

Description : The project dealt with transferring Salesforce without affecting business and enhancing

Customer relationship.

**Oct’09- March’10 with XyzSoftware Pvt. Ltd.as AJR. Associate**

Roles and Responsibilities:

* Developed modules independently and worked on Unit Test cases.
* Efficiently debugged the codes.

Project Title : Hospital Management System Project

Technology Used : JAVA, SQL and C++

Key Role : Dealt with Implementation, Requirement analysis, Unit testing and handled defect

tracking tool for Root Cause Analysis.

**SIGNIFICANT HIGHLIGHTS**

* Awarded Golden Achiever Award for the handling the team efficiently.
* Attained celebrating performance points for performing exceptionally well and
* Appreciated by the company for training new resources on SDFC configuration and Major Go-Live of
* PRM Release of Salesforce and recognized as an excellent team player and a good leader.

**SUMMER TRAINING**

Organization : IIBA Accenture Services Pvt.Ltd.

Duration : 1 month

Key Learning : Learnt about the Business Analysis, Requirement Gathering, Management and

Requirement Elicitation.

**CERTIFICATIONS**

* Certification in Salesforce Administrator 201 and Salesforce Developer 401
* Certification in ASDA Test Design Engineering and ASDA Test Engineering.
* Attained Certification in HP Quality Center 10.0 and Salesforce Service Cloud Consultant

**EDUCATIONAL QUALIFICATION**

2009 B.E in Computer Science from XyzInstitute of Technology from with 64% marks.

2002 12thfrom Kendriya Vidyalaya, Bangalore

2000 10th from Kendriya Vidyalaya, Vijayawada

**IT SKILLS**

Conversant with:

* Programming Language as JAVA and C++
* Operating System as Windows NT, Windows 2000 and Windows XP
* Productivity Tools as MS Office, ANT, Harvest, Eclipse, Apex Data, Loader, HP Quality Center and HP QTP.

**EXTRA ACTIVITIES**

* Point of Contact for all Team events and Team outings.
* Organized and coordinated many NGO events.
* Actively participated in cultural activities at School and College.

**PERSONAL SNIPPETS**

Date of birth : 29th Aug Xyz

Language known : English, Hindi, Kannada, Malayalam and Tamil.