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**Sharmee Mukherjee**

**Professional Summary:**

* 10+ years of experience in Business Analysis and Project Management.
* **Certified Safe 5 Agilist** with extensive knowledge and understanding of Agile methodologies and Scrum frameworks.
* Worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce and other CRM processes & system solutions.
* Proactively work with business and development teams to understand production vision, requirements, and road map analysis
* Managed and successfully delivered key project outcomes in stringent timelines.
* Partner with client teams to increase efficiency and reduce operational costs in a global Salesforce environment.
* Initiated and self-motivated to gather, document, and present operational data & requirements from key stakeholders including the sales team, client pool, upper and mid-level management.
* Conduct gap analysis prior to integrating platform solutions within a defined project scope.
* Experience in generating reports and projection graphs using QlikView and Tableau tools.
* Proficient in SQL, RDBMS, Data models, Data Mapping, Data Mining and Dashboards.
* Strong communication and interpersonal skills, result driven mindset, team-working attitude, taking initiatives and being proactive in solving problems and providing best solutions.
* Possess a comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, and Forecasting.
* Extensive knowledge of Salesforce.com implementation cycles in Sales, Marketing, Service, and support modules.
* Manage the AWS infrastructure and strategic vendor relationships.
* Over 4 years of experience with AWS Cloud environment, designing, implementing, managing, and supporting various AWS resources to build the environment from scratch across different application environments, development, QA, staging and production.
* Maintaining and managing AWS cloud-based production system, to ensure the availability, performance, scalability, and security of production systems. Release and configuration management of production systems.
* Pre-production Acceptance Testing and UAT to help assure the quality of our products/services.

**Technical Skills:**

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| ***Salesforce Technologies*** | GUS, Quip, Support Force, SFDC, Confluence, Einstein Analytics, Cloud Health,  Sales Cloud, Service Cloud. |
| ***Amazon Web Services*** | IAM best Practices, AWS S3 Buckets, CloudWatch, CLI Tools for Managing S3, EC2- AMIs,  Instance Types, Volumes, Snapshots, Auto-Scaling, EBS, AMI, RDS, AMS Services, Route  53, DNS Routing, Policies, VPC and Application Services |
| ***Tools*** | SQL, QlikView, Tableau, JIRA, Miro, Oracle CX Cloud and CPQ Cloud, Microsoft Visio,  Advanced MS Excel, Microsoft Powerpoint and Lucid Charts |
| ***Certifications*** | * Certified SAFe 5 Agilist (March 2023) * Salesforce Certified Administrator (March 2021) * Oracle Certified - CPQ Cloud Service Presales and Sales (Field Service and Sales) * Sales and CX Cloud - Engagement Cloud (Sales and Service) * Scrum Master Certified (International Scrum Institute) |

**Education:**

* Master of Business Administration (M.B.A.), Nagpur University, India (Major- Finance) June 2012.
* Bachelor of Business Administration (B.B.A.), Nagpur University, India (Major- Finance) June 2009.

**Experience:**

**Employer: Cognizant**

**Clients: *KeyBank, NY and Cummins, IN September 2021 – Present***

**Senior Associate (Salesforce Practice)**

* Provide governance and project management services to help clients solve business problems.
* Made sure that Scrum framework was adhered to and scrum ceremonies were followed religiously.
* Collaborate with multiple cross-functional teams to analyze, build process flow, design and develop business strategies in accordance with federal requirements and in the context of an Agile/Scrum delivery model.
* Work with business and development teams to understand production vision, requirements and road map analysis
* Address and remove blockers and impediments to ensure continuous flow of work and team throughput.
* Drive a tight site release process with quality and efficient execution against deadlines.
* Design reports and Data visualization using Power BI, QlikView and Tableau.
* Manage risks, issues, contingency planning and mitigation management, project planning, budgeting, and forecasting.
* Define methods and procedures for ensuring high quality within the Salesforce CRM architecture including Releases, change management, SLA's, feedback loops and operational excellence in a continuous integration and deployment (CI/CD) environment.
* Worked on automating the loan origination process for Small Business which helped clients to secure $2.5 Mn worth of loans in a week. The new loan origination process was built in nCino and provided access to about 3.2K bankers nationwide.
* Create mapping and functional requirements documents for a new functionality known as Doc Prep to be built in Salesforce nCino. Assisted in UAT and UI Testing.
* Assisted business to understand inter-dependencies and worked to create a seamless origination process.
* Coordinate and work with UI designers to create a great user interface with satisfactory user experience.

**Employer: Centillion Infotech LLC.**

**Client: *Salesforce, Dallas, TX January 2020 – October 2020***

**Senior Business System Analyst**

* Assist in the delivery of new capability and continuous improvement for the infrastructure systems, storage, and database technology services.
* Conduct extensive investigations into business use cases and requirements, clearly document, and communicate to engineers for the design of the solutions.
* Analyze data, conduct surveys, hold focus groups, and other meetings to facilitate the gathering of business needs and requirements.
* Coordinate user provisioning and identity management process, process & procedures compliance.
* Consistently look for and suggest process improvement and workflow redesign opportunities within the IAM process.
* Assist resolution of customer requests and problems related to system access.
* Assist in monitoring the security of the network.
* Perform IAM activities that includes provisioning and maintenance of user accounts in various IT systems, responsible for ensuring accuracy of the access granted.
* Assist in the review of Data Loss Prevention alerts.
* Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
* Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service, and support modules.
* Customize standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Knowledge of data migration using Apex Data Loader in Salesforce.com.
* Analyze business requirements and translate them into the appropriate deliverables in an Agile delivery model.
* Document business level success metrics. Performed thorough UAT testing to ensure requirements are correctly met.
* Closely work with cross-functional team Business Analysts and other team members during UAT testing, tracking issues via GUS, making recommendation to find resolution, and achieved end user sign-off
* Optimize costs spent on AWS resources and identified resources to be scaled down to save cost on non-utilized virtual assets
* Qualify business requests for submission through the project intake process.
* Engage with cross-functional IT teams to socialize business requirements and analyze options for technical solutions and ensure compliance with business objectives.
* Business engagement throughout the execution of the projects to ensure a successful transition through communication, change management, training, and post-implementation support.
* Effectively collaborate and communicate with the functional stakeholders in various business groups and IT.
* Business process analysis, system requirements, as well as data modeling and detailed functional design.
* Ability to work on multiple efforts simultaneously, prioritize conflicting demands, and set expectations accordingly
* Excellent time management and prioritization skills and ability to work well and collaborate with other teams of various skill levels.

**Employer: Infosys Ltd.**

**Client: *Nissan Motor Corporation, Irving, TX February 2019 – January 2020***

**Associate Consultant**

* Collaborate with cross-functional teams to analyze, build process flow, design, and develop business requirements in context of Agile/Scrum delivery model.
* Work with internal teams to create the migration process of legacy systems to the AWS cloud.
* Work with business unit managers to understand project scope, suggest possible alternatives and document each step of the design. Work with the Security division to design and manage IAM roles for users, vendors, and other third-party vendors.
* Requirement gathering from Client stakeholders and prioritize based on business impact.
* Use SQL queries to extract data from servers, Defect and Root Cause analysis.
* Drive a tight site release process with quality and efficient execution against deadlines.
* Work with business and development teams to understand production vision, requirements, and roadmap.
* Generate reports and projection graphs using QlikView and Tableau tools.
* Deploy, maintain, and manage AWS cloud-based production system, to ensure the availability, performance, scalability, and security of production systems.
* Release and configuration management of production systems.
* Support the business development lifecycle (Business Development, Capture, Solution Architect, Pricing and Proposal Development).

**Employer: Wipro Ltd.**

**Client: *Thought Works, OTTO (Ecommerce)***

**Business Analyst Consultant *July 2012 - July 2018***

* Analyze the various factors that influence customer decision-making in Ecommerce in all channels (website and mobile app shop, marketplaces)
* Knowledge and experience of major integration points between an e-Commerce application with Order Management, Warehouse Management, Financial and Retail Systems.
* Partner with the Website Owner in a variety of site planning and operational tasks such as site search optimization, promotion setup, performance analysis, marketing campaign support, product content management, digital asset management, product review curation.
* Partnered with the sales team, formulate, and execute a sales strategy to exceed revenue objectives through the adoption of AWS.
* Set up reporting functions and dashboards to monitor important Ecommerce data such as unique visitors, acquisition, sales, retention, and attrition.
* Facilitated Joint Application Development (JAD) sessions with the Management, financial team to make sure everyone is in sync with the business requirement processes.
* Gather data from a variety of sources and work with the various business stakeholders to create reporting that will inform promotional strategies and sales trends.
* Used SQL queries to extract relevant information from Exchange data.
* Gather business requirements to understand financial impact on business processes.
* Participated in daily scrum meetings, Sprint planning, Retrospective, Grooming and Sprint Demo.
* Works closely with business users to define requirements, prioritize issues, and address production support issues.
* Acts as liaison between the users and the IT development team to determine and deliver the most effective solution for development and implementation including preparing detailed business requirements documents.