

## PROFILE SUMMARY

**Salesforce Business Analyst** with **3+ years of experience** delivering end-to-end **CRM solutions** across **Sales Cloud** and **Service Cloud**. Adept at **gathering business requirements**, **designing Salesforce solutions**, and collaborating with **cross-functional teams** to ensure seamless implementations. Proven track record of **driving digital transformation**, improving **stakeholder satisfaction**, and **optimizing business operations** through **data-driven insights** and **scalable Salesforce solutions**.

---

## EXPERIENCE

### Accenture – Salesforce Business Analyst

*Pune, India | 2022 – Present*

- Led **business requirement workshops**, **stakeholder interviews**, and **end-to-end process documentation** across CRM implementations.
- Translated business needs into **Salesforce functionalities** using **declarative tools** like **Flows**, **Validation Rules**, **Reports & Dashboards**.
- Acted as the **primary liaison** between **business** and **technical teams**, supporting **sprint planning** and **backlog grooming** in **Agile environments**.
- Conducted **UAT sessions**, coordinated **go-live activities**, and supported **post-implementation system validation**.
- Ensured **data governance** and **reporting accuracy** by developing **custom dashboards** and **automated insights**.
- Managed **L1/L2 support tickets**, prepared **knowledge base articles**, and provided **user training sessions** to enhance **adoption**.
- Supported **third-party and internal API integrations** with a focus on **performance**, **compliance**, and **scalability**

### Avinashi Industries Pvt. LTD – Operations Associate

*Nanded, India | Internship - 2022*

- **Streamlined** daily operations, **achieving a 10% improvement** in process efficiency.
  - Implemented a **new inventory tracking system**, increasing data accuracy by 15%.
  - Analyzed **KPIs** to uncover opportunities for optimization, enhancing operational workflows.
- 

## EDUCATION

### B.Tech in Mechanical Engineering

Vishwakarma Institute of Information Technology, Pune | 2018 – 2022

*Project:* Investigation on Machining Performance Using **Machine Learning** Techniques

---

## CERTIFICATIONS

- Salesforce Certified Sales Cloud Consultant
  - Salesforce Certified AI Associate & AI Specialist
  - Salesforce Certified Platform App Builder
  - Salesforce Certified Administrator
- 

## TECHNICAL SKILLS

Salesforce CM, Sales Cloud, Service Cloud, Jira, Azure DevOps, FRD, BRD, User Stories, Reporting & Dashboards

---

## SOFT SKILLS

Stakeholder Engagement, Business Process Mapping, UAT & QA Coordination, Agile Project Delivery, Cross-functional Collaboration, Training & Onboarding, Requirements Documentation, Problem Solving, Communication & Presentation

---