**Suchandra Chandrashekhar**

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**Salesforce Business Analyst**

**PROFESSIONAL SUMMARY:**

**Over 7 years** **of IT experience** as a **Business Analyst** with **3+ years** of experience as a **Salesforce.com Business Analyst/Administrator.** Possess extensive knowledge and experience across the project life cycle in Software Development Life Cycle (SDLC) and the Software Test Life Cycle (STLC). A dynamic professional with skills in the field of Information Technology, Business Analysis and Software Quality Assurance.

* Proficient in all phases of Software Development Life Cycle (SDLC), which involves requirement gathering, requirement analysis, functional design, implementation and enhancement of projects in SalesForce.com
* Experienced in maintaining and enhancing data integrity through effective Design, Maintenance and Security using Salesforce.com application.
* Proficient in Salesforce.com Administrative tasks like creating Profiles, Roles, Users, Tasks, actions, Dashboards, Reports and Validation rules.
* Expertise in Salesforce Data Validation, Sales, Marketing, Customer Services and Support Admin.
* Proficient in requirement gathering using different elicitation techniques including JAD and creating Business Requirements Documents, Functional Requirement Documents, System Requirement Specifications, and Non-Functional Requirement Documents.
* Experienced in data migration and integration using Data Loader and Informatica.
* Expertise in UML Modeling such as Use Cases, Activity diagrams, sequence diagrams, class diagrams, Data flow diagrams, and Entity Relationship diagrams.
* Implemented different SDLC methodologies including Waterfall, RUP and Agile; proficient in SCRUM framework, artifacts, SPRINT planning and review.
* Proficient in conducting GAP analysis using AS-IS and TO-BE business, Impact analysis, Risk analysis, organizing and elicitation of JAD sessions.
* Proficient in creating and executing UAT test cases, developing test plan, managing defect tracking, assisting Quality Assurance team.
* Extensive experience in facilitating user group meetings and gathering system requirements for web application development using Quality Center and SharePoint.
* Optimum use of documentation to avoid any form of miscommunication or misinterpretation during the entire software development process.
* Exposure in creating and analyzing Data flow diagrams, and Entity Relationship diagrams.
* Strong knowledge of Project management skills such as time estimation, task identification, and scope management.

# EDUCATION:

* **Bachelors in Computer Science Engineering (Anna University),India**

**TECHNICAL SKILLS:**

**Documentation Tools:** UML, MS Office (Word, Excel, Power Point, Project), MS Visio

**SDLC Methodologies:**  Waterfall, Iterative, Rational Unified Process (RUP), Spiral, Agile

**CRM Application:** Salesforce.com: Sales & Service Cloud, User Profiles and Roles, Workflows and Approvals, Reports, Dashboards, Custom Objects, Visualforce pages, Import Wizard, Data Loader, Case Management

**Modeling Tools:**  UML, MS Visio, Power Designer, Enterprise Architect

**Reporting** **Tools:**  Qlikview, Crystal Reports, MS Office Suite

**QA Tools:**  Quality Center, Test Director, Rational Requisite Pro

**Languages:**  VB, SQL, HTML, XML, UML, ASP, JSP

**Quality/ Statistical Tools:** Six Sigma, SPSS

**Databases**: MS SQL Server, Oracle, DB2, MS Access on Windows XP / 2000, UNIX

**Automation tools**: MS Visio, Rational Rose, Rational ClearCase, Rational RequisitePro, SharePoint

**Operating Systems**: Windows Vista, Windows 95/2000/XP/7/8

**Microsoft tools:** MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, and MS Project

**PROFESSIONAL EXPERIENCE:**

**Coca Cola, Atlanta, GA (Apr- 2014 to Present)**

**Salesforce Business Analyst**

The project involved implementation and support of a Salesforce tool as a CRM application to be utilized by the Vendor Management team. The tool would assist in the effective management of the different vendors working with Coca Cola. The implementation and support of the tool was undertaken as a pilot project.

**Responsibilities**

* Worked in a multi-functional environment and acted as a lead to multiple projects to guide team through various phases of Software Development Life Cycle.
* Met with Business stakeholders for detailed requirements elicitation and gathered business requirements through various interviews, and meetings to collect functional and non-functional requirements relating to client’s Salesforce CRM platform enhancement and initiatives.
* Worked with onshore, and offshore teams to support, and execute project timelines.
* Defined and documented the scope of the project.
* Defined and developed Project Plans, Project Analysis and Project Deliverables.
* Prepared As-Is and To-Be scenarios for various applications, and documented them for future references.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* Worked with Salesforce team on continuous basis to discuss and document various business needs, requirements, development of the application, and to discuss and resolve any issues, changes, or problems during various phases of the SDLC.
* Prepared and analyzed Business Requirements Document.
* Checked and verified the data that flows into Salesforce.com application with the help of SQL queries.
* Acted as a System Administrator for Salesforce applications to set up and edit various profiles, and roles, grant access rights, generate reports, and accommodate various user requests for dashboards, reports, access rights, etc.
* Created various Dashboards, Ad Hoc reports using Salesforce and QlikView BI tools.
* Worked with various BI tools such as Salesforce, and QlikView, to analyze the performance data.
* Worked with various users on daily basis to resolve any issues regarding Salesforce.com applications, or the navigation thereof.
* Worked and negotiated with various teams, and committees to get the Business Requirements Documents approved, and signed off.
* Maintained and followed up through all the requirements in MS Excel, making sure requirements were followed through.
* Helped business partners in UAT by writing User Acceptance Test plan, test cases, and executing them
* Developed test scenarios to be used during product testing, and user acceptance testing.
* Coordinated with Salesforce team and various internal teams for requirements elicitation, design, implementation, and testing phases of the application.
* Worked with various teams and helped them with data integration from various applications.
* Worked with outside vendors developing various applications for the client, and acted as a liaison between business, technical and QA teams of the vendor, and the client.
* Worked with outside/ offshore vendors to maintain SLA contracts and updates.
* Worked with offshore vendors as a project lead, assign, and kept track of the resources and timeline on an ongoing basis.
* Coordinated any changes necessary, documented them and followed them up through Change Request Process.

**Environment:** Salesforce, QlikView, MS Project, MS Excel, MS Power Point, MS SharePoint, MS Visio, Visualforce, Remedy, Lotus Notes, MS Outlook, Foxit, Xiam, Agile, SQLToken, Office Communication PIF, Visual Source Safe, Bugzilla, Ontime, Excel enabler for salesforce, Jira, MS Sharepoint, Congamerge

**PAYPAL, Sparks, MD (May-2013 – Mar 2014)**

**Salesforce.com Business Analyst/Administrator**

The overall project deals with the loan treading and in primary and secondary market. Even it gives the clear view for the flow of capital in market. Our team deals with mortgagee services, loan services, credit risk. This module also updates the matured loan database when any loan gets matured or its subpart gets matured (like fixed credit loan or term loan). Use applicable interest rate by using the referral data provided by marketing department. I was also involved in brainstorming enhancement ideas and implementing the intra-organization software for maintaining and providing real-time access between departments

**Responsibilities:**

* Liaised between the client and the development team with respect to the gathering and communication of functional business requirements for systems development.
* Actively involved in documenting requirements, designed UML and use-case diagrams.
* Perform analysis of existing systems and documented the related business concepts, process flows, data elements definitions and calculations, and screen and report layouts.
* Lead discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM features.
* Prepared comprehensive Functional Requirements Documents (FRDs) for the project based on business requirements, priorities and scope.
* Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market.
* Interfaced with business users to prepare and update Business Process Requirements, Software System Requirements.
* Worked on other product documents like release notes, user guides, support guides.
* Understanding and leveraging SFDC CRM processes for help with pre-sale activities.
* Business processes streamlining and processes re-engineering.
* Worked on various salesforce.com objects like Accounts, Contacts, Leads and Opportunities.
* Created various custom Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Provided support for ongoing salesforce.com maintenance and other administration services including periodic data cleansing, workflow and approvals.

**Environment:** Salesforce.com,Windows XP, Enterprise Architect, MS-Office 2013, MS Visio 2013, Visual Basic MS SharePoint 2013, .Net Platform 4.5 , UML, MS SQL Server, SQL Server, Agile, Visual Studio. EDI

# CNC Investment, Dallas TX (Jan -2012 to Apr-2013)

**Salesforce Consultant/BSA**

The deliverables of the project were to provide, portfolio management capabilities for existing and new customers, for equity and fixed income investments, portfolio specific balancing and advice, client account management, strategies on current and future goals. The application project involved online banking system. The customers can access their accounts, view portfolios and trade stocks-options/mutual funds, bonds. The application also provides detailed Financial Analysis and Research for securities and fixed income products to investors.

**Responsibilities:**

* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files. Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Customized tabs for among different business users groups and business centers.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked on various standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Performed Functional, API Testing, Data Driven Testing, Staging Website Integration and Environment Validation testing. Test cases and use case scenario design, doing section 508 compliances, scripting and executions. Testing on Mobile/tablet Devices Apps.

**Environment:** Saleforce.com Unlimited Edition, Force.com IDE, Apex Language, Visual Force, Data Loader, HTML, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox, Workflow, Dupe Eliminator.

**State Farm Insurance Companies, Bloomington, IL (Oct-2010 to Dec-2011)**

**Requirements Analyst**

State Farm Insurance is a group of insurance and financial services companies. State Farm has remained the largest automobile insurer in the United States continuously since 1942, and insures more cars and homes in the United States than any other insurer. State Farm is also the world's largest mutual "P&C" (property & casualty insurance) firm. I worked on the builds and enhancements of Sport & Leisure vehicles section of their web-based application.

**Responsibilities:**

* Experience in conducting Sprint Planning meetings, Sprint Demos, and Sprint Retrospectives
* Responsible for maintaining the Backlog and adding any new user stories to the existing functionalities.
* Gap and Risk analysis for team transformation model.
* Provided end user support and training on Crystal Reporting Environment.
* Prepared Burndown charts, Release Burndown charts, status and program decks
* Involved in evaluating the SRS / BRS for ‘Reporting’ which included enhancements to existing reports.
* Facilitated Backlog grooming sessions adding/ removing user stories for the next sprint cycle
* Closely worked with the technical team to introduce Scrum practices
* Functioned as a primary liaison with Product Development, Technology teams and business team in order to define document and deliver new requirements and changes to existing functionality.
* Assisted project manager in maintaining expectations within scope, including change request analysis/impact analysis and change control documentation using Clear Case
* Closely worked with the Scrum Master to remove any impediments and distractions for the team
* Actively participated in the Daily Stand-up meetings and discussions
* Maintained the task board adding or removing any user stories from the Sprint backlog to break it down further into smaller tasks
* Estimated and sized the user stories for upcoming sprints
* Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution
* Revealed unidentified requirements, evaluated changes in requirements, and assessed impact of changes

**Environment:** MS-Project, Visio, MSOffice Suite (Word, Excel, Access, PowerPoint, and Outlook), Quality Center, Intercall, SharePoint Portal.

**S.S.S Transport Co., Bangalore, India (Apr-2008 to Sep-2010)**

**Business Analyst (Logistics)**

**Responsibilities:**

* Developed new reports to address current business problems or to streamline processes.
* Utilized software tools to develop models that simulate operational "what if" scenarios for testing proposed changes or identifying efficient courses of action.
* Analyzed existing business processes and logic in the various functional areas within purchasing / inventory / warehouse operations through personal observation and user interaction.
* Recommended workable method and procedural improvements.
* Developed custom IT program specifications to support user system requirements and perform full system testing prior to implementation.
* Interfaced with users and IT department to resolve problems.
* Provided analytical and transactional support for Transportation and Distribution Manager
* Performed Transportation and Distribution planning analysis and cost tracking to identify areas for improvement and cost optimization/reduction
* Developed and maintained Supply Chain freight cost database for business to bring visibility to business team
* Identified reasons for re-occurring freight rejections and works with carriers, Corporate freight payment and other key players to automate and fix them
* Monitored KPIs and supported improvement measures for Transportation, Distribution and Warehouse Performance
* Identified areas of improvement in transportation, warehousing and 3rd party logistics' processes and procedures
* Participated in other Supply Chain related tasks and projects as needed
* Supply Chain KPI tracking, root cause analysis of failures and supports corrective action implementation
* Performed monthly GAP analysis of Supply Chain key performance indicators.

**Environment:** MS-Project, Visio, Word, Excel, Access, PowerPoint, and Outlook.