**Benjamin Ndubisi** 

**PROFESSIONAL SUMMARY:**

* 8+ years of professional experience in Software Development platform and experience in Salesforce CRM as a Business Analyst/Administrator.
* Hands-on experience in analysis, design, development, and testing of SFDC applications
* Worked closely with Business Users to enable business processes using SFDC
* Hands-on experience in analysis, design, development, and testing of SFDC applications in Agile, Waterfall, RUP and RAD Software development methodologies.
* Gathered business requirements (functional and non-functional) and documented in the BRDs.
* Specific expertise in Business Analysis, GAP Analysis, Data Analysis, Business Rules and developing and creating business process documents.
* Experience in defect management using Quality Center and JIRA.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL
* Proficient with Sales Cloud, Service Cloud, Force.com, Chatter and App-exchange on Salesforce.
* Hands-on experience in analysis, design, development, and testing of the SFDC application.
* Experience working with Force.com IDE and SFDC Sandbox environments.
* Expert in Salesforce administrative tasks; created profiles, roles, users, page layouts, e-mail services, reports and dashboards.
* Implemented sales force Custom Objects, Custom Fields, Role based page layouts, Custom Tabs, Custom Reports and Junction Objects (with lookup relationship and master detail relationship) as per user requirement.
* Implemented various advanced fields like Picklists, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Created Reports and Dashboards and Customized Reports based on user and organizational requirement.
* Proficient with Sales Cloud, Service Cloud, Force.com, Chatter and App-exchange on Salesforce.
* Expert in Salesforce administrative tasks; created profiles, roles, users, page layouts, e-mail services, reports and dashboards.
* Implemented sales force Custom Objects, Custom Fields, Role based page layouts, Custom Tabs, Custom Reports and Junction Objects (with lookup relationship and master detail relationship) as per user requirement.
* Created Reports and Dashboards and Customized Reports based on user and organizational requirement.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events
* Experience in data migration using Salesforce import wizard, data loader UI and Apex Data Loader through Command Line.
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, Case Management.
* Hands on experience with Apex Language, Apex Trigger, Apex Class , Apex Test Methods , Apex Web Service, Visualforce Pages, Visualforce Components & Controllers
* Configured and maintained user security permissions in compliance with organizational needs.
* Managed the UAT testing efforts with business users from legacy CRM systems
* Experience working with salesforce.com sandbox and production environments and experience in managing full sandbox, developer sandbox and Configuration-only sandbox.
* Proficiency in Object Oriented Languages like Java, J2EE, JSP, Servlets and other Java technologies
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP
* Experience in databases such as SQL Server, Oracle and MySQL
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**TECHNICAL SKILLS:**

**SFDC Technology:** Apex, VisualForce, SOQL, SOSL, apex trigger, workflow and approvals, App exchange, Eclipse, force.com IDE, Apex data loader, web services, Email Services, formula, Validation rules, Sales Cloud, Service Cloud

**Languages**: Java, PHP, SQL

**Operating Systems**: Linux, MS Windows Vista/7/8

**Database Servers**: MySQL, MS SQL Server 2005/2008, Oracle 9i/10g

**Web Technologies**: HTML, JavaScript, JQuery, CSS, XML

**EDUCATION & CERTIFICATION:**

Masters Information System Management

Certified Salesforce Administrator (201)

**PROFESSIONAL EXPERIENCE:**

**Client: Anthem Blue Cross Blue Shield, Virginia Beach, VA.**

**Duration: January 2014 – Present**

**Role: Sr. Salesforce Business Analyst/ Salesforce Administrator**

Anthem Inc. has been using Sales Cloud and the Salesforce1 Platform for a while now. Employees in functional teams across Anthem sell and manage employer accounts from first contact through group enrollment with a custom order management system. Complete consumer histories are maintained in Salesforce, bringing together information from patients, plan administrators, and physicians, and matching it with third party risk assessments. Using Service Cloud portals, doctor’s offices and patients can access data on work out regimens, upcoming appointments, and more.

**Responsibilities:**

* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Created business process models, flow diagrams, activity diagrams, use cases and wrote Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) using tools and applications such as MS Word, MS Excel, and MS Visio.
* Analyzed data/workflows, defined the scope, and performed GAP analysis.
* Analyzed the data movement between systems in order to validate the Business Requirements.
* Worked on data mapping to bring data from one system and reside in another system.
* Configured Campaign Management, Campaign Influence and Lead Conversion.
* Configured the Case Management Process.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Implemented Classes, Interfaces, Keywords and Annotations.
* Integrated Apex with External services by making callouts that used SOAP and WSDL.
* Integrated LinkedIn with salesforce to capture leads and Sync contacts.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Add methods that can be called from Visualforce pages to Controller Extensions.
* Created Custom Controllers to make external web service callouts, validate and insert data.
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Used Organization security, Network-based security and Session security to implement platform security.
* Implemented sales cloud functionality like territory management, Forecasting, lead and campaign management
* Used Pick lists, Dependent Pick lists, Record Types to enforce data quality.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Used Process Visualizer to study Approval steps.
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.

**Tools & Technologies:**

Salesforce.com, Visual force (Pages, Component, & Controllers), Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflow Rules, Data loader, SOQL, SOSL, Apex Schema Builders, and Custom Tabs, Advanced use of Microsoft Excel

**Client: TMG- Health, Philadelphia, PA**

**Duration: January 2013 – October 2014**

**Role: Salesforce Business Analyst/ Salesforce Administrator**

TMG Health is a leading national provider of expert solutions for Medicare Advantage, Medicare Part D and Managed Medicaid plans. The agency uses Salesforce to make it easier for the healthcare professionals to get the information they need when they need it to eliminate inefficiencies and improve care. The agency uses Sales Cloud to maintain information on 275,000+ providers and to track and understand the connections between doctors, hospitals, and healthcare facilities, and between all of those providers and patients.

**Responsibilities:**

* Configured and gathered requirement for the application to meet business requirements.
* Created accounts, tab, fields, and schema builders to define relationships.
* Followed Agile/Scrum Methodology for Software Development Life cycle.
* Performed Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts like BRDs and FSDs.
* Designed Use Cases using UML and managed the entire functional requirements life cycle using Agile/Scrum.
* Involved in writing and implementation of the test plan, and various test cases for UAT.
* Involved in project planning, coordination and implementations.
* Implemented app-exchange applications.
* Integrated Apex with External services by making callouts that used SOAP and WSDL
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL an SOQL queries, Locking statements, Transactional control and Exception statements to invoke Apex triggers
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.
* Designed Visual Force pages for the reports and dashboards to grant access for specific group of users.
* Implemented Service Cloud solutions including Service Console, Customer Portal, Case Feed and Knowledge base.
* Expertise in working with case management; configured web to case; implemented e-mail to case to convert incoming customer e-mail into cases in salesforce, configured the case assignment rule.
* Involve in creation of custom Web to lead forms and Campaign to lead forms.
* Create applications for payroll management in salesforce
* Responsible for Visual force pages that could be rendered as PDF's, build dashboard components and define email templates.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Used Process Visualizer to study Approval steps.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.
* Worked with data migration using Salesforce data loader and import wizard.
* Worked with Developer Sandbox and Force.com IDE to migrate written classes.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.

**Tools & Technologies:**

Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex Schema Builders, App Exchange, Advanced use of Excel

**Client: One United Bank, Boston MA**

**Duration: February 2012 - December 2012**

**Role: Salesforce Business Analyst/ Salesforce Administrator**

One United Bank chose Salesforce to maintain customer information, so branch employees could access detailed client histories and account summaries; and provide faster, more personalized service. Employees can easily track branch activities and performance using Salesforce reporting and analytics. And with Salesforce1, Mobile App, management can access real-time reports and dashboards from anywhere and also identify issues on the spot to provide better service to customers more effectively, and grow business.

**Responsibilities:**

* Perform basic administration within Salesforce.com instances
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Studied existing business application and processes, collected end user requirements and suggested the improvised business process model.
* Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts.
* Developed functional requirements documents and presented them to the technical team
* Helped the QA team in writing the Test Plan and conducting the quality assurance phase.
* Implemented Workflows, Alerts, and Assignment rules.
* Created tasks for users based on the workflows.
* Configured various Reports and Dashboards for different user profiles based on the need in the organization.
* Created Report Folders to assist managers to better utilize Sales Force as a sales tool.
* Designed and implemented various Email templates for Auto-Response to customers.
* Worked on Case Management.
* Involved with Salesforce.com Premier Support and handled the support cases.
* Training the end-users of the SFDC CRM application

**Tools & Technologies:**

Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex, Excel

**Client: ADP Roseland, NJ**

**Duration: March 2010 – December 2011**

**Role: Salesforce Developer/Administrator**

ADP, LLC is one of the largest providers of business processing and cloud-based solutions – including payroll, talent management, human resource management, benefits administration and time and attendance – to employers and automotive dealerships around the world. The goal of the project was to use Salesforce to bring together different business units by consolidating customer data in Salesforce, creating cross-divisional records and standardizing the way the company manages leads, territories, and customer information.

**Responsibilities:**

* Configured Identity Confirmation and Login Restrictions
* Configured User Interface settings
* Configured the Company Profile
* Customized Profiles and created custom fields
* Worked with standard objects, business processes and field-level security
* Created/Modified Dependent Pick lists, Lookup Fields, Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types
* Set security and access rights using Organization Wide Defaults, Roles, Roles & Hierarchies, Sharing Rules, Public Groups, and Sales teams, Account teams, Case teams and Folders.
* Set up Workflow and Workflow Approval processing.
* Performed data validation and use data utilities including Data Loader and Mass Delete
* Configured and used standard reports, custom reports and custom report types
* Configured and used dashboards and dashboard components.

**Tools & Technologies:**

Salesforce.com, Visualforce, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex.

**Client:  Hampton Roads Finance Company, Virginia Beach, VA**

**Duration: March 2007– November 2009**

**Role: Business Analyst**

With help from Salesforce, the company developed a unique system for getting to know clients and how they think about money, so its advisers can provide more personalized auto financing plans. Using Salesforce to manage workflows to help offer the right services to the right customers at the right time. This improves productivity and customer satisfaction.

**Responsibilities:**

* Interacted with clients to finalize the Business Requirements for the application.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and insured that critical requirements are not missed.
* Participated in JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve issues and establish a consensus position.
* Prepared the work of the existing (AS-IS) process for the reporting and proposed the (To-BE) process.
* Developed detailed BRDs and FRDs using modeling tools following the SDLC structure.
* Performed Risk Analysis of the requirements to identify the key business risk areas for the project and prioritized the application development and testing.
* Performed feasibility and adaptability study to identify the business critical areas from User perspective.
* Used PowerPoint presentations for conducting walkthroughs with the stakeholders.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Closely interacted with designers and software developers in order to understand application functionality, navigational flow and updated them about end-user sentiments.
* Defined system requirements to Use Case, Use case scenario and Use Case narrative using the UML Methodologies.
* Developed test plan, Test scenarios, test cases and test script and conducted the user acceptance testing.

**Tools & Technologies:**

Unified Modeling Language (UML), MS Office, MS Visio, MS Project, MS SQL, HTML.