**Salil Chopra 408-799-2226** [**salchopra1@gmail.com**](mailto:salchopra1@gmail.com)

**Professional Summary:**

* Over 7 years of experience in Salesforce Business Analyst in Information Technology handling Requirements Management and Business Analysis with hands-on project management skills.
* Experience as a Salesforce Business Analyst activities with skills in Business Analysis, Requirement Analysis, and Business Modeling.
* In-depth knowledge and experience of SDLC methodologies like Waterfall, Rational Unified Process (RUP), Agile SCRUM and XP.
* Expertise in problem solving and bug tracking using tools like Quality Center, Doors, Rational Clear Quest and Test Director
* Experienced in Conducting GAP Analysis/ Business Process Reengineering, Root Cause analysis, Feasibility studies.
* Strong experience in Requirements elicitation techniques - conducting structured User Interviews and JAD sessions and managed the requirements using Rational Requisite Pro.
* Experience in writing documents like Business Requirement Document (BRD), Functional Requirement Specification (FRS), extensively worked on OOAD representation techniques in UML, developed Use Case Diagrams, Activity Diagrams, and Business Flow Diagrams.
* Proven track record in data collection, analysis and evaluation in Information Systems issues, analytical problem solving, and decision making, communication and inter-personal skills with ability to interact with individuals at all levels.
* Extensively exposed to creating objects, fields, Record Types, workflows, approval processes, Escalation rules, Assignment rules, validation rules, Email services, Roles, data migration activities, custom page layouts, custom fields and other standard functionality.
* Extensive knowledge about Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Experienced in managing the data, Forecasting, Campaign Management, Contacts, Leads, Opportunities, Quotes and Dashboards.
* Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Create custom reports, Dashboards, business cases and business processes report types advanced search functionality, tabs, tags, page layout customization and create custom links based on user requirement.
* Processed maps, activity diagrams, business rules, vision, (UML diagrams and Use Case specifications) using MS Visio, MS Word.
* Worked closely with Business users in improving their business processes using SFDC.
* Expertise in Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, enhancements, testing, deployment and maintenance of applications.

**TECHNICAL SKILLS**

**Project Management:**   MS project, MS Access, MS excel, MS word, MS Visio

**Methodologies:**  Rational Unified Process (RUP), SDLC, Agile (Scrum, XP)

**Operating Systems:**   Windows (XP, Vista, 7,8 ), UNIX

**Databases:**  SQL Server, MS Access, MySQL, Oracle

**Tools:**  Rational Rose, Rational Requisite Pro, Clear Case, Clear Quest, UML, SharePoint, HP quality center

**Requirement Management Tools:** DOORS, Requisite Pro, MS Share point, Microsoft CMS

**Defect Tracking Tools:** Clear Quest, Quality Center

**Operating Systems:** Windows, UNIX

**Databases:**  Oracle, SQL Server, MY SQL.

**Business Applications:**  MS Project, MS Word, Outlook, PowerPoint

**PROFESSIONAL EXPERIENCE**

**Abbott Diabetes Care, Alameda CA Salesforce Business Analyst/SFDC Consultant Oct-2013-Till Now**

**Responsibilities:**

* Evaluated business process requirements to ensure proper system configuration (i.e. identifying key decisions, process changes, pain points, interface issues, training considerations, etc.)
* Performed requirement analysis, went through all the use cases and workflows.
* Used SQL commands to check database has been connected to other functionalities.
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them
* Categorized and prioritized requirements of Order Entry Workflows, Compliance Workflows and Settlement & Confirmation Workflows by using Microsoft Word, Excel and Visio.
* Documented the Process Flows for B2C and B2B in the High Level Requirements Document.
* Actively participated in setting up of test environment for Configuration Testing of the application on different configuration, protocols and network connections.
* Gathered requirements for all automation workflows as per business requirements and translated in to Salesforce business terms.
* Submitted and reported defects using Test Director and tracked them to completion.
* Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Extensive experiences in Salesforce functional implementation, Strong business knowledge in Salesforce automation, Opportunity management, lead management and customer portal functionalities and also administration, configuration, implementation, testing and support of Salesforce CRM applications leveraging Force.com platform.
* Worked closely with Business users in improving their business processes using SFDC.
* Excellent experience in Process Engineers, documenting current state and process to get to future state.
* Worked on Process mapping, workflows add new features and enhancements to current features on Salesforce.com.
* Providing recommendations and best practices to resolve data issues and applying those recommendations to data in Salesforce.
* Creating Salesforce.com based reports and dashboards showing data quality gaps and inconsistencies.
* Experience in reporting and dashboards using the Salesforce.com platform.
* Worked on various Salesforce standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Functioned as liaison between Engineering teams, Business areas, and End users.
* Trained users on Salesforce.com via Webinar sessions, one-one sessions and in person classroom training, provide demo sessions for clients.
* Interacted with various business user groups for gathering the requirements for Salesforce CRM implementation

***Environment*** :Saleforce.com platform, Apex Language, Visualforce Pages, Custom Component , Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Cast Iron, Data Loader, SOSL, Eclipse IDE, Data Loader, MS Excel, MS Visio, MS Office, LoadRunner, Test Director, UNIX, Windows, MS SQL Server, HTML.

**Tri-County Hospitals, Wadena, MN Salesforce Business Analyst /SFDC Consultant Apr-2011-Aug-2013**

**Responsibilities:**

* Involved in the meetings with Business process owners, SME (subject matter experts) and Marketing team for Requirements gathering.
* Reviewed and Analyzed Business Requirement Documents, Functional Specifications with business analysts and developers.
* Created the Test Plan based on the business requirements.
* Revised and Updated the Test Cases for testing in each subsequent cycle to reflect the changing business requirements
* Interacted with developers in getting proper explanation for any issues or concerns from the offshore testing team about Salesforce.
* Coordinated with development team to ensure timely delivery of builds for new functionality and defect fixes.
* Conducted Team Status Meetings for providing testing updates
* Document business process using standard business process and data flow diagrams.
* Develop gap analysis for business process to software business process.
* Using standard methodologies, analyze user operational procedures to develop functional systems requirements for such development.
* Collected Business requirements (BRD) from Business owners for applications that are owned and need to be bundled and converted them to Hardware required and documented them in Functional Specification.
* 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.
* Followed the guidelines of Rational Unified Process (RUP) and extensively worked with MS Project.
* Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market
* Worked as an Interface between Users and different teams involved in application development for better understanding of Business and IT Processes. Administrated and monitored the company’s Salesforce CRM application.
* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts.
* Worked on Salesforce.com Customer Portal to provide an online support channel for Tripwire customers—allowing them to resolve their inquiries without contacting a customer service representative.
* Experienced of transform the customer experience and build great customer connections with Salesforce Service Cloud.
* Hands on experience with marketing systems interacting with Salesforce.com
* Assist IT with moving towards methodologies such as Agile and SCRUM while making sure design is accounted for within the process
* Deliver completed design concepts on both consumer and client facing projects and provide design support as needed
* Produce wireframes, mock-ups, task flows, and UI specifications as needed to assist with business socialization and approval, as well as implementation and testing
* Deployed solutions that support customer business processes and requirements using Salesforce.com applications.
* Involved in development of Time-based Workflow Rules, Validation Rules, and other customizations with Salesforce.com

***Environment*** :Salesforce.com, Eclipse IDE, Data Loader, Apex Explorer, Apex, Visual Force, SOQL, SOSL, MS Excel, MS Visio, XML, UNIX, HP Quality Center, PL/SQL, Oracle, Toad, Windows, MS Office

**Children’s Hospital of Philadelphia, Philadelphia, PA           Business Analyst           May-2009-Feb-2011  
Responsibilities:**

* Manage design, development, and implementation of project phase to include, but not limited to gathering and defining the project requirements; obtains staffing requirements; and forming project teams. Typical continuous Agile, Scrum SDLC and Waterfall SDLC.
* Worked in an Agile SDLC environment. Acted as Scrum Master: conducted daily stand up meetings, developed burn down chart, project backlog and release backlog.
* Leading the Data Center and the business team and interviewing end-users to gather accurate business requirements for the project.
* Spearheaded the efforts on upgrading the web services
* Gathered knowledge on HL7, HIPAA rules and regulations.
* Extensive documentation experience: Gathering requirements from the business teams and converting them to technical requirements for the development and QA teams.
* Responsible for estimating project size - using Work Breakdown Structure and Expert Judgment. Interacted closely with the development team to estimate the time and cost involved in project execution.
* Customized methodology, developed implementation procedures and project plans, and overall execution plan for client services work.
* Worked on ICD10-CM for the diagnosis side and these are the new diagnosis codes that are going to replace ICD9
* Analyzing global buys against production requirements to achieve maximum sales with minimal inventory exposure.
* Conducted JAD and Brainstorming sessions with different teams on board the project for ideas, conflict management and ease of incorporating changes made to the project scope.
* Responsible for maintaining a release-calendar for the project.
* Completed gap analysis and implemented Administrative, Physical and Technical safeguards thru policies and procedures (HIPAA Final Security Rule) to protect security of patient health information.
* Extensive experience in conducting a Gap Analysis to determine what it would take to successfully implement the project as envisioned.
* Held periodic status meetings with various stakeholders.  
  ***Environment:*** Windows, Quick Test Pro, Agile, ICD 10, Scrum SDLC, CA Erwin, Adobe Dreamweaver CS5

**Marriott International, Bethesda, MD Business Analyst Jan-2007-May-2009**

**Responsibilities**

* Developed and managed respective aspects of a project plan with minimal assistance, including schedules, deliverables, and appropriate metrics.
* Provided accurate estimates of work effort for the project
* Conducted project Kick-off meeting followed by Stakeholders meeting for requirement framework.
* Conducted/attended JAD sessions with stakeholders, Business team, Technical team and SMEs.
* Prepared detailed Implementation plan for each environments.
* Identified opportunities to enhance the effectiveness of business processes.
* Prepared Preliminary requirement review (PRR), Final requirement review (FRR), Software Requirement Specifications (SRS) and Detailed design document(s).
* Involved in Analysis, Design, Development, Testing and Implementation to meet user requirements
* Documented UML Artifacts like Use cases, Activity and Sequence Diagrams
* Lead a QA team to complete the testing.
* Communicated the project status/issues to the Manager in timely manner
* Involved in System Integration testing and successful Implementation.
* Provided training and technical guidance to less senior staff, where appropriate, and serving as point-of-contact for problem resolution.
* Facilitated UAT for user community acceptance and documented their suggestions and comments
* Documented User Manuals and facilitated training programs

***Environment*** RUP, Rational Application Developer, Web Sphere, Linux, Rational Clear case, Rational Clear quest, Rational Requisite Pro, IBM notes (Lotus notes), Rational Rose, Global360 Case Manager, Quality Center