**Suhag Pandya**

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**Professional Summary**

* Over 9+ years of IT professional experience as **Business Analysis** in Banking and Healthcare domain
* Hands on experience gathering requirements, interviewing senior level company officials to gather requirements for documenting project functional specification.
* Strong knowledge & understanding of industry standard methodologies including Software Development Life Cycle (SDLC) and Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP) and Agile Methodology.
* Expertise in gathering, analyzing, defining and documenting end user business requirements and system requirement specifications.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform - world's first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience in Salesforce.com SFA, Force.com Apex Classes, Apex triggers, Integration, Visualforce, Force.com API, SOQL, SOSL.
* Ad Hoc Testing, Smoke Testing, Functional Testing, Integration, Operational Readiness Testing, Regression Testing
* Assisted in UAT sessions and performed UAT when necessary
* Depth knowledge in Cloud computing model- Iaas, Paas, Saas.
* Expertise with Administration and Configuration of Salesforce.com CRM to populate and maintain data.
* Extensive experience in creating and documenting Business Requirements and System Functional Specifications including use cases.
* Extensive experience in creating Wireframes / UI Design using MS Visio.
* Successful in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML), drawing UML diagrams, Activity Diagrams, and State Diagrams using MS Visio.
* Involved in UAT and End to End testing designed, scheduled and executed test plans in the predefined timeframe.
* Hands on experience in Administration setup like managing Users, Security Controls and Data Management on service cloud for HR team.
* Generated custom Reports, Dashboards and analytical snapshot for management and various business unit personnel to provide detail information on key performance indicators (KPI).
* Conducted User Acceptance Testing (UAT).
* Experience in working with different modules of ALM/Quality Center such as Requirements, BPT, Test Plan, Test Lab and Defects.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case, State, Activity, Class and Sequence diagrams.
* Experience in gathering user requirements, application development, testing and documentation using Rational Requisite Pro
* Experience in development methodologies like RUP, SDLC, AGILE and Waterfall
* Well-versed in project management tool (MS Project) for status reporting, planning and resource allocation.
* Experience in working with QA Testing Team, creating Test Plans, Test Cases and Test Scripts.
* Expertise in the management of System/User Request Change, and handle User Conflicts.

**TECHNICAL SKILLS**

CRM Tools: Salesforce CRM, Salesforce Administration, Siebel

Salesforce Technologies: Apex Class, Workflow, Validation, Approval Process, Trigger, Reports, Dashboards and Visual Force (Pages, Component & Controllers) Security Controls, Email Templates.

Version Control Tools: ClearCase, Visual Source Safe

Requirements Gathering: HP Suite

Project Management: MS project, MS Office

Reporting tools: SFDC Report Builder, Microsoft Excel, MS Access and Report Service

Languages/Tools: JAVA, Javascript, C, C++, Rational Requisite Pro, JIRA, MS Suite

**EXPERIENCE**

**Bank of America, Charlotte, NC Nov 2015 to Aug 2017**

**Senior Salesforce Business Analyst**

Bank provides consumers and business clients with a wide range of products in Retail banking. As a BA, I worked on the Salesforce.com CRM platform which was implemented across all divisions and sub-divisions in order to manage their clients effectively and more efficiently.

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Responsible for Salesforce implementations and training globally and looked after as Salesforce administrator and assistant developer.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Understood business goals and business context and translated them into technical specifications.
* Worked on Salesforce.com platform Apttus and advanced Apttus configurations.
* Experience with Salesforce data tools such as Data Loader and Eclipse Force.com IDE for data migration.
* Experience integrating salesforce.com with other apps.
* Techno-Functional experience with Salesforce Sales cloud and Marketing cloud as system administrator and guiding clients on CRM solution for sales, marketing and services teams.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Support the UAT team during their testing.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com S Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on detail pages.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems.
* Experience assessing testing processes, creating, implementing testing strategies and SQA strategies using Agile-testing methodology in UAT phase.
* Worked with broad range of technologies including SAAS technologies, Custom Button workflow, validation.
* Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* Created Custom Email Templates as part of sending alerts to users based on the business requirement.
* Created Campaigns to send thousands of emails at a time using just an email alert workflow and a trigger.
* Developed complex formulas to calculate response times and show flags reminding customer service reps to respond to customer queries in due time.
* Used Enterprise WSDL and developed Inbound Custom Web Services to expose native logic to external clients.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Designed and deployed dynamic workflows, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Developed Configurations in Salesforce for DocuSign E-Signature, a Digital Transaction Management System used to securely sign, send and manage the documents in the cloud.
* Implemented Test Classes to cover positive and negative use cases for Classes and Triggers and achieved close to 100% coverage.
* Performed IDE and Deployments across sandboxes and to Production Instance

**First Bank July 2013 – Oct 2015**

**SalesForce Business Analyst**

First Bank and its subsidiaries offer a wide range of real estate financial services. This includes the origination, purchase, financing and servicing of residential and commercial mortgage loans (Commercial Lending). It also includes the issuing, purchasing and selling of mortgage-backed securities.

The project was to reengineer the existing Loan Origination System (LOS) and enable it to incorporate business rules and third-party technologies into their processes. Modules covered Loan application, pre-qualification through settlement, plus mortgage processing workflow tools to assist closing and documentation.

* The Project was implemented based on Agile Scrum methodology.
* Responsible for Bug free delivery of Sales and Service Oriented applications developed on (Salesforce.com) Force.com Platform.
* Created Business Requirements Document and converted into System Requirement Specifications Document tying well with the design.
* Analyze existing interfacing systems and understand various technologies involved.
* Performed extensive System Analysis and Gap Analysis for the various business specifications.
* Responsible for maintain the Off Shore Teams and Onsite Teams.
* Experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Assist users with report design and management.
* UAT Testing done based on UAT Test Cases.
* Co-ordinate in application setup for UAT Testing.
* Experienced in using Apex Data loader, for exporting and importing the data from SFDC.
* Performed testing on Custom settings and email notifications and email-templates.
* Assisted Project Manager in developing Scope/Vision Documentation and Project Plan, tracking project progress.
* Deployed Symantec public/private cloud platforms (IaaS, PaaS & SaaS) across Amazon Web Services, Terremark, HP Cloud Services, DataPipe, Google Compute Engine, CloudStack and Rackspace.
* Deployed the Salesforce1 Application for the PC and Mobile
* Created Profiles, Roles based on Organization role hierarchy and Implemented Record-Level and Field-Level security and configured their sharing settings.
* Created Reports and Dashboards as per the customer requirements.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow &Approvals.
* Configured interfaces and portal application (PRM) for lead Management so that Assurant Lead Vendor agents.
* Configured PRM application for wholesalers Contact, Business Case and CPC functionality.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Prepared the test scripts and executed the testing for different implementations like, Web to Case, Web to Lead, Case escalation Process, Account management, Lead Management.

**AXA Equitable, Farmington, Connecticut Apr 2012 to June 2013**

**SalesForce Business Analyst**

I have worked very closely with the Wholesale Life Distribution sales team of almost 100+ users to enhance and maintain our SFDC instance to meet the changing needs of the team.

Also, simultaneously serving as a Salesforce BA in most of the projects . I wrote the Functional Business Requirements, User Stories, Use Cases, and Business Requirement Documents. I wrote and executed the User Acceptance Test Plans and tracked the results through defect resolution.

**Responsibilities:**

* Actively Assisted Project Manager in developing Scope/Vision Documentation and Project Plan, tracking project progress.
* The Projects were implemented based on agile methodology.
* Developed the Scope/Vision Documentation and Project Plan, tracking project progress.
* Created BRD, FRD and converted into System Requirement Specifications Document.
* Presented the project data in views as Gantt charts, pivots, calendars, network diagrams and task sheets in MS Project.
* Analyze existing interfacing systems and understand various technologies involved.
* Performed extensive System Analysis the various business specifications.
* Responsible for Bug free delivery of Sales and Service Oriented applications developed on (Salesforce.com) Force.com Platform.
* Created test scripts and test cases for approved business use case and requirements for System and UAT testing.
* Develop Reports/Scheduled Reports, Dashboards, and processes to continuously monitor data quality and integrity
* Assist users with report design and management.
* Experienced in using Apex Data loader, for exporting and importing/exporting the data into/from SFDC.
* Created Test Scripts and Writing the test cases and performing Regression tests on them.
* Experience in Creating and editing Users, Accounts in Salesforce.
* Responsible for managing Users in Production and supporting users in UAT.
* Performing UAT Testing for the complete instance of Salesforce for one of the major project.
* Created Profiles, Roles based on Organization role hierarchy and Implemented Record-Level and Field-Level security and configured their sharing settings.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Created/Customized Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow &Approvals.
* Worked/Designed various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Worked on various salesforce.com Custom objects like Account Addresses, Account Goals, Account Policies, Activity Calculator, Activity Points, Agent Policies, Policy Premiums, Premium Transactions, Retail Branch Performance, and Sales Profiles.
* Worked on the daily policy error reports coming in from a different system into Salesforce.
* Have been an active part in the Risk Assessment for one of the major Projects.
* Created Mockups for the New Objects to be created in Salesforce Instance.

**Medco Health Solution, Franklin Lakes, NJ Jan 2010 – March 2012**

**Business Analyst**

Medco is a leading pharmacy benefit manager (PBM) with the nation's largest mail order pharmacy operations. Medco assists its customers to moderate the cost and enhance the quality of prescription drug benefits provided to members nationwide. This project was to modify the auto adjudication and processing of inpatient claims.

**Responsibilities**

* Analyzed business requirements and segregated them into high level and low level Use Cases, activity diagrams/Chart Diagrams using UML, defining the Data Process Models.
* Assisted the team as a liaison between the developers and project manager, and was instrumental in resolving conflicts between Testers and development teams.
* Development of standard documentation package (Requirements, Specification, Design, Operations, and Quality Testing Plans).
* Derived Business Requirements Document (BRD), Functional Requirement Specifications (FRS) based on User Requirement Specification URS. Understand and articulate business requirements from user interviews and then convert requirements into technical specifications.
* Created test strategies, test plans, wrote and executed positive and negative test cases using testing tools
* Involved in writing Test Cases based on the Functional Specifications, documenting them using Test Director as per HIPAA standards.
* Created the UAT Plan and test scripts and participated in UAT.
* Involved in HIPPA various levels of testing like Integrity Testing, Requirement Testing, Balancing, Situation Testing, Code set testing and Business Scenario's specific testing over multiple releases.
* Converted various EDI files to different translation layouts and ran pre-edits for different clients.
* Analyzed the pre-edits against Client Profile and the input EDI files. Loops and segments were checked on the EDI files for the data sent for different fields
* Involved in writing business requirements, test plan, and defects in test director
* Involved in the HIPAA rules and regulations sessions
* Developed test cases based on business and functional requirement
* Performed functional, Regression, System, Compatibility, User Acceptance Testing, for verifying application functionality.
* Actively involved in walkthroughs and meetings with development team to discuss related issues.
* Developed SQL queries to conduct front end and backend testing
* Develop & Automate Data Validation Test Cases to test the application.
* Enhanced Test cases in Test director as per the new functional requirements.
* Performed data driven tests with positive and negative data sets using flat file and data tables.
* All the issues that came up during this process were logged in Test Director as defects.
* Maintaining status reports and communicating with the Management on progress of work.

**MVP HealthCare, Schenectady, NY May 2008– Dec 2009**

**Business Analyst**

MVP HealthCare is a leading insurance organization that caters to the health insurance needs of the residents in NY. A FACET has been widely used across the network for the claim adjudication, claim processing and Provider Management. They provide health, life, vision, dental, long-term care coverage, and other related services.

As a BA I also worked on a conversion project to upgrade their claims system FACETS which was required to accommodate EDI 5010 CMS compliance.

**Responsibilities:**

* Participated and organized requirement gathering sessions with the stakeholders to elicit and analyze requirements.
* Assisted in preparing Scope Document by analyzing - various business domains interdependencies, end to end business processes of claims adjudication, various business domains scope statement, current business process flows and current system documentations.
* Developed solutions in compliance with the industry models / standards and implementation of Quality Management Systems & HIPPA regulation.
* Involved in FACETS Implementation, FACETS billing, enrollment, and Claim Processing and Subscriber/Membership module.
* Followed Workgroup for Facets Electronic Data Interchange standards for testing that need to comply with the HIPAA guidelines.
* Comprehensive understanding of specific provider type reimbursement methodologies. Including Dental, Anesthesia and DME
* Worked on Member Management, Eligibility, Claims and Billing modules within FACETS.
* Actively analyzed current business processes (Claims, Billing, Recipient eligibility and enrollment etc.) and worked with management to improve and implement enterprise solutions to ensure compliance
* Used Star Schema methodology in building the design of the logical data model into the Dimensional data modeling.
* Creation of Gap/Impact Analysis and Operational Analysis Document for Medicaid Subrogation
* Created and performed automated (SQL-based) report scrubbing to improve operational efficiency to define requirements and executing to delivery.
* Created and managed project templates, Use Case project templates, requirement types and trace-ability relationships in Requisite Pro.
* Produced various artifacts e.g. Functional Requirement Specifications (FRS) and Wireframes.
* As a point person responsible for resolving business rules/conflict resolution for the development team.
* As member of system architecture team designed and reviewed user interface.
* Developed Business case and assessed the ROI.