

# Saran Kumar Jami

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## Profile

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals

## Experience

### **SENIOR SALESFORCE BUSINESS ANALYST | V-SOFT (INFOSYS) | DEC-2023 TO JAN-2024**

- Owned and prioritized product backlog.
- Lead backlog refinement sessions and created backlog items.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Collaborated with stakeholders to define project objectives and criteria.
- Performed gap analysis to identify areas of improvement.
- Interacted with internal customers to understand business needs and translate into requirements and project scope.
- Developed customized reports, summarizing and presenting data in visually appealing format.

### **SALESFORCE BUSINESS ANALYST | CLEANHARBORS | APRIL 2023 TO NOV 2023**

- Facilitated personal interviews, brainstorming sessions, and JAD sessions to help business users to gather stakeholder-specific requirements and translated them into functional and non-functional requirements as per the Salesforce limitations.
- Conduct gap analysis/scope analysis/impact analysis on business processes by using techniques (UML), Data flow modeling, etc. Developed Process Flow Diagram/Activity Diagrams, Test Cases, and Use Cases in the MIRO board.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment, Proposed solutions meeting defined specifications and needs.
- Creating awareness among the Business partners by one on one meetings about the configured features, functionalities & aspects, and modules related to the product.
- Writing User Stories & Acceptance Criteria and writing SOP for the smooth flow of internal processes aligned with Salesforce. Performing end-to-end functional configuration & testing to get the validation as per the requirement.
- Monitoring Asana for day-to-day updates on the user stories and participating in the sprint refinement sessions.
- Performing UAT at the sandbox environment making sure all the functionality is as expected before pushing them into production. Performing end-to-end functional configuration & testing to get the validation as per the requirement.
- Facilitated Scrum ceremonies including daily stand-ups, sprint planning, sprint reviews, and retrospectives, ensuring clear communication and progress towards project goals.
- Removed obstacles that affected the development team's ability to meet project objectives, improving team velocity and ensuring smoother sprint executions.
- Coached and guided the team in Agile/Scrum principles and practices, contributing to the enhancement of team performance and delivery of high-quality work within the defined time frames. Environment: MS Office (Word, Excel, PowerPoint), Asana, Salesforces, Ag, Azure DevOps boards. Strong verbal/ written communication skills, & precise listening capabilities.

## **BUSINESS ANALYST | MYK LATICRITE | APRIL 2021 NOV 2023**

- Responsible for product configurations as per the client requirements & change requests for existing & new stakeholders.
- Facilitated personal interviews, brainstorming sessions, and JAD sessions to help business users to gather client-specific requirements and translated them into functional and non-functional requirements.
- Involved in various Scrum meetings with the development team to review functional specifications & design the system. Developed Process Flow Diagram/Activity Diagrams, Test Cases, and Use Cases.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment, Proposed solutions meeting defined specifications and needs.
- Used Share Point to maintain departmental documentation and created a standard for storing project-related documents in an easy-to- retrieve site. Creating awareness to the client by one through one meeting about the configured features, functionalities & aspects, and modules related to the product.
- Assisting support to the stakeholder during the transition period of the product takeover.
- Performing end-to-end functional configuration & testing to get the validation as per the requirement. Participated in product religious and deployment to end-user successful development and testing of the product. Environment: MS Office (Word, Excel, PowerPoint), Miro, and CRM methodological approach to problem-solving. Strong verbal/ written communication skills, & precise listening capabilities.

## **SALESFORCE BUSINESS ANALYST | ELASTIC RUN | JAN 2021 TO OCT 2021**

- Worked on Reports and dashboards in Salesforce.
- Was a part Business team to understand the business requirements of Clients. Maintained and built Salesforce applications and customizations.
- Collaborated with the business team to integrate salesforce with Power BI.
- Supported leadership team with reporting, analysis, and presentations in making business decisions.
- Compiled, maintained, and verified data and distributed information through reports and queries to support both operations and the salesforce team.

## **BRANCH MANAGER | ICICI PRUDENTIAL LIFE| SEPT 2016 TO MAY 2019**

- Managed a team of insurance advisors, focusing on setting and achieving sales targets.
- Provided optimal customer service, resolving customer complaints in a timely and effective manner. Led successful sales and marketing campaigns to increase policy sales and customer base.
- Conducted performance reviews and coaching sessions to enhance team productivity.

## **Education**

- *B.Tech Centurion University*
- *MBA Vignana Jyothi Institute of Management*

## **Skills & Abilities**

- JIRA
- MIRO
- ASANA
- UAT
- Requirement gathering
- Backlog Refinement
- User stories & acceptance criteria
- Reports and dashboards