**VISHRUT MISTRY**

***Salesforce Business Analyst***

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**PROFESSIONAL SUMMARY:**

* Around 4 years of IT experience in business development, requirement management and deployment of Salesforce applications, web-based, Client-Server applications, developing business processes and system solutions for various projects from conceptualization to implementation.
* Excellent technical writing skills to create Business Requirements Document BRD, Functional Specifications Document FSD, Nonfunctional Requirements Document and Use Cases Specifications.
* Involved in all requirement gathering and impact analysis activities.
* Experience in reviewing the Client Requirements and Business Specifications, analyzing the impacts and feasibility.
* Design Process Diagram, Activity Diagram, Use Cases, end to end data flow and preparing the screen mockups and design and develop the application architecture.
* Excellent conceptual and working knowledge of System Development Life Cycle and UML Methodologies.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation, and formula fields to the custom objects.
* Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service, and support modules.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's need.
* Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Developed process enhancements through automations including Workflow, Approval Processes, and Escalation Rules.
* Fluent in a broad range of technologies, including business process tools such as MS Project, Excel, Access, and Visio.
* Experience in review of application structure and database design with development and testing teams.
* Experience in reviewing the Statement of Understanding Document SoU and User Requirement Specification URS Document, System Requirement Specification SRS Document.
* Interviewed SMEs and Stakeholders to get a better understanding of client business processes and gather business requirements.
* Provide the support to development by reviewing the Application Design document and testing team by reviewing the Test Cases during development and testing phase and in the maintenance of Quality Standards of projects.
* Knowledge in Salesforce.com SFA, Force.com Apex Classes, Apex triggers, Integration, Visual force, Force.com API, SOQL, and SOSL.
* Have experience in defect tracking tool- HP Quality Center.
* Strong in writing SQL queries and reporting the results to the business team.
* Provide the support to users during UAT and providing the Root Cause of a particular issue.
* Strong Analytical and Problem-Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decision.

**CERTIFICATIONS:**

* Salesforce Administrator: Credential ID 21583125

**TECHNICAL SKILLS**

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| **Business Management Tools** | Rational Requisite Pro, Rational Rose,  Rational Clear Case, MS Visio, MS Excel, MS Project, Salesforce |
| **Methodologies** | Waterfall, RUP, Agile, Scrum, Lean, PMBOK, Gap and Earned Value Analysis |
| **Application Packages** | MS Project Professional, MS Word, MS Excel, MS Power Point, MS Outlook, Adobe Reader |
| **Operating Systems** | Windows 98/2000/2003/NT/XP/Vista/7, Unix, Mac OS |
| **Databases** | MS Access, MS SQL, Oracle, Oracle PL/SQL |
| **Testing Tools** | Quality Centre, Quick Test Pro (QTP), Test Director, Clear Quest. |
| **Reporting Tools** | Crystal Reports, Rational Clear Quest |

**EDUCATION:**

**Master’s Degree**: New York Institute of Technology, New York, NY [Jan 2016 – Dec 2017] Major: Master’s In business administration, Finance **GPA:** 3.9/4.0

**Bachelor’s Degree:** S M Patel Institute of Commerce, Gujarat University, India. [June 2011- May 2015]

Major: Bachelor’s in business administration, Accounting **GPA:** 3.8/4.0

**EXPERIENCE:**

**Salesforce/Business Analyst- Creative Food Group LLC, NY** [April 2018-September 2020]

* Created and maintained User Stories by interviewing the business users to communicate the requirements  
  to development and testing teams.
* Responsible for documenting user stories, business rules, workflow diagrams and business process modeling (BPM) for the proposed functionality. Closely worked with the Scrum Master in the burn-down chart, task board updates and Product Backlog reconciliation.
* Conducted User Acceptance Testing (UAT) sessions with business users and prepared document for enhancements and bug fixes & involved in defect triaging and managing change management issues.
* Replaced linkpoint with Lightning sync for outlook which is a free plugin provided by salesforce saving 7000$ for the company.
* Worked on implementing CI/CD using Jenkins and SVN as source repository and experienced working on VScode.
* Worked on integrating the external system with salesforce using platform events to capture the data.
* Have worked on both Classic and do have strong lightning experience.
* Used SOQL, SOSL for data manipulation needs of the application.
* Designed and worked on heavy lifting custom reports using lightning component.
* Reviewed Test case, Test data and Test Scenario to make sure testing should perform properly.
* Worked on managing the data such as Contacts, Leads, Opportunities, Quotes and Dashboards. Built & maintained effective client-focused relationships with internal & external stakeholders & vendors.
* Created new templates creation in Market having gained some experience out of the current project.
* Worked on Force.com at Creative Food Group’s as the salesforce org was mainly used for the heavy lifting reporting purposes to track the Analyst interaction.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Created User Stories by talking to the business clients to convey the prerequisites to advancement and testing groups.
* Creating and analyzing Unified Modeling Language (UML) diagrams such as Data flow diagrams, Activity diagrams, business process flowcharts using MS Visio and Rational Rose.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS) and Functional Requirement Document (FRD).
* Perform data operations including executing queries, data retrieval, record insertion and deletion with SQL.
* Reduced search time by 50% by finding finance information of any client by using tableau dashboards.
* Designed and developed table/file mappings of data from multiple source systems like RDBMS tables and flat files to load them into Oracle tables using PL/SQL.

# Salesforce Admin/Business Analyst- Sandip Desai & Company, Ahmedabad, India [Mar 2014-Aug 2015]

* Understand the requirement to draw a conclusion where the admin or the development team was required.
* Customization of the Organization's Profile, creation of custom objects, custom fields, formula fields as per the Requirement.
* Managing customer data: Data duplication identification and resolution, ongoing audits to uncover and resolve data integrity issues, bulk imports of data, batch reassignment of accounts and opportunities based on organizational changes.
* Reports, Requirements Work Plans, Business Requirements Documents, Use Cases, Process Flows.
* Actively participated in all phases of the software development life cycle.
* Implemented Email-to- Case, Case Escalation rules, Case Assignment rules for service request automation.
* Gathered requirements needed for Apex Classes, Controller Classes, Extensions and Apex triggers, API integration for various functional needs in the application using the Eclipse IDE.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Created, assigned, and maintained tickets in JIRA for bugs and defects.
* Facilitated workshops between business stakeholders and offshore developers to modify Salesforce.com Merchant CRM platform to conform to Best Practices and to improve performance.
* Provided technical consulting and support in solution integration and API design activity that occurs during various phases of the project.
* Assisted in guiding the customers on Service Cloud implementation.
* Built Salesforce reports as requested by management, along with standard sales reports.
* Developed and managed the execution of the Change Management strategy, plan, and approach for a major Salesforce.com release as well as release focused on integration of Siebel and Salesforce.com.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve issues and come to an agreement quickly.
* Reviewed the Functional requirements and Business Requirements and helped QA teams to create Test Plan and Test Cases.