Bhadsorawala H

Salesforce Business Analyst, 7+ years experience
Mumbai, India
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Business Analyst with 7 years of experience in the IT industry, specializing in managing end-to-end software product lifecycles and Salesforce CRM solutions. Proven expertise in gathering, analyzing, and documenting business requirements to drive successful project outcomes. Highly skilled in translating complex business needs into clear and actionable technical and functional specifications. Strong experience in working closely with development and QA teams to ensure accurate implementation of business requirements. Well-versed in functional testing, UAT coordination, and validation of business workflows. Expert in preparing detailed business documentation including BRD, FRD, and process flow diagrams. Hands-on experience in Salesforce CRM customization and business process optimization. Adept at stakeholder management and facilitating effective communication between business and technical teams. Demonstrates strong analytical, problem-solving, and decision-making skills. Committed to delivering high-quality solutions aligned with business objectives.

INDUSTRIES: functional, Banking

TECHNICAL SKILLS

• Business analysis	7 years
• Agile Scrum	6 years
• sales force	3 years
• sales cloud	3 years
• Sales & Service Cloud	3 years

PROJECT DETAILS

• BRD & FSD

Project Description: Developed detailed test plans and test cases, conducting UAT on Salesforce CRM Executed end-to-end SDLC, from requirement gathering to post-production support, ensuring smooth Project coordination Resolved 20+ Live Production bugs by coordinating with L1/L2 support teams, capturing real-time feedback, and facilitating rapid issue resolution Utilized tools like Word, Excel, PowerPoint and ChatGPT for documentation, wireframe flow diagrams, and business PPT presentations, enhancing team productivity and stakeholder clarity. Streamlined approvals by managing US UK Client communication, facilitating managerial sign-offs

Responsibilities: Documented Business Requirements from in-house users into BRD & FSD, aligning their functional needs within Salesforce CRM capabilities on Sales Cloud across Leads, Accounts & Opportunities Collaborated with development team to analyze feasibility and translate user stories into Jira with Confluence CR documents Developed detailed test plans and test cases, conducting UAT on Salesforce CRM Executed end-to-end SDLC, from requirement gathering to post-production support, ensuring smooth Project coordination Resolved 20+ Live Production bugs by coordinating with L1/L2 support teams, capturing real-time feedback, and facilitating rapid issue resolution Utilized tools like Word, Excel, PowerPoint and ChatGPT for documentation, wireframe flow diagrams, and business PPT presentations, enhancing team productivity and stakeholder clarity. Streamlined approvals by managing US UK Client communication, facilitating managerial sign-offs

Technologies: Requirement Gathering FSD Product Ownership Excel Project Coordination BRD Functional Testing PowerPoint UI UX Production Support Flow Diagrams UAT Salesforce Sales Cloud JIRA Agile SDLC SQL Azure Cloud

Industry: functional

• HDFC BANK

Project Description: Designed intuitive UI UX flow diagrams and created comprehensive DOU and FSD documentation for timely business approvals Collaborated cross-functionally with in-house development and Bank's Business teams to manage requirement changes over Jira stories & Confluence documents ensuring smooth Agile workflow Leveraged SQL to extract, transform, and validate data from multiple sources & reporting bugs on daily calls as Scrum Master Analysed Positive & Negative Test Cases & performed Functional Testing on UAT SIT Sandbox Managed over 150+ requirement changes in collaboration with development team and bank team, ensuring successful Production deployment
Responsibilities: Conducted in-depth interviews and Gap Analyses with key stakeholders on HDFC Client location to gather Business requirements, identify process inefficiencies and propose data-driven improvements Designed intuitive UI UX flow diagrams and created comprehensive DOU and FSD documentation for timely business approvals Collaborated cross-functionally with in-house development and Bank's Business teams to manage requirement changes over Jira stories & Confluence documents ensuring smooth Agile workflow Leveraged SQL to extract, transform, and validate data from multiple sources & reporting bugs on daily calls as Scrum Master Analysed Positive & Negative Test Cases & performed Functional Testing on UAT SIT Sandbox Managed over 150+ requirement changes in collaboration with development team and bank team, ensuring successful Production deployment
Technologies: Requirement Gathering FSD Product Ownership Excel Project Coordination BRD Functional Testing PowerPoint UI UX Production Support Flow Diagrams UAT Salesforce Sales Cloud JIRA Agile SDLC SQL Azure Cloud
Industry: Banking

EDUCATION

• Bachelors degree in BSC from Mithibai College - Mumbai University 2015 - 2018

LANGUAGES

• English - native

END OF DOCUMENT
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