

# Prince Sharma

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## SUMMARY

Results-driven IT professional with over two years of experience as a **Business Analyst** and **Quality Assurance Specialist**. Skilled in gathering and analyzing requirements, designing workflows, and collaborating with cross-functional teams to deliver innovative solutions. Proficient in **Salesforce platform** customizations and **Agile methodologies**, with hands-on experience in cloud-based projects. Known for creating detailed documentation and facilitating seamless communication between technical and non-technical stakeholders.

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## EXPERIENCE

### Software Automation Engineer

#### Cloud Analogy CRM Specialist Ltd

May 2021 - August 2023, Chandigarh

- Collaborated seamlessly with cross-functional teams to gather and analyse business requirements, ensuring alignment with project goals and objectives.
- Demonstrated exceptional communication and interpersonal skills, facilitating effective discussions between business stakeholders and technical teams to bridge the gap between requirements and implementation.
- Played a pivotal role in quality assurance efforts by meticulously designing and executing test cases, identifying critical issues, and ensuring the delivery of high-quality software products.
- Leveraged a keen eye for detail to meticulously document and communicate project specifications, ensuring clear understanding and alignment among team members and stakeholders.
- Consistently delivered outstanding results on projects by combining business analysis expertise with quality assurance acumen, contributing to the success of complex IT initiatives.

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## CERTIFICATIONS

Salesforce Administration | Salesforce AI Associate | Salesforce AI Specialist | Tosca Automation Specialist Level 1, 2 & API

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## SKILLS

Business Analysis (Requirements Gathering, Process Flows, Fit/Gap Analysis) | Agile and Scrum Methodologies | User Story Creation and Acceptance Criteria | Software Development Life Cycle (SDLC) | MS Excel | Quality Analysis | Manual Testing | Functional Testing | UI Testing | API Testing | Postman | Tosca | Qtest | Selenium with Java | TestNG | Jenkins | Cucumber | Business Rules | Business Process modelling | Business Process Documents | JIRA | Confluence | Figma | SQL | Excellent Communication and Interpersonal Skills

Salesforce Expertise: Salesforce Commerce Cloud | Salesforce Sales Cloud | Salesforce Service Cloud | Process Builder | Workflows | Flow | Approval Process | Reports and Dashboards | Workflow Rules | Validation Rules | Case Assignment | Assignment rules | Data Management | Promotions | Campaigns | Customer Groups

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## PROJECTS

### Saje Wellness

Business Analyst / Quality Analyst

- Conducted comprehensive requirements elicitation sessions, created fit/gap analyses, and documented detailed business requirements for Salesforce solutions.
- Designed and validated test cases to ensure requirements alignment, using tools like JIRA and Confluence for traceability.
- Developed and presented workflows and process diagrams to facilitate client understanding and gain approval for project deliverables.

### Childpay

Quality Analyst

- Conducted comprehensive testing of a Node.js-based project, meticulously identifying and documenting defects to ensure a high-quality final product.
- Collaborated closely with developers and project managers to define test cases and test plans specific to the application, aligning with project objectives.
- Utilized industry-standard testing tools and frameworks to automate repetitive test scenarios, enhancing test efficiency and reducing manual effort.
- Actively participated in sprint planning and agile development processes, contributing valuable insights to address quality concerns and deliver a seamless Node.js application.

## **Mary Kay**

Salesforce Admin / Business Analyst

- Gathering requirements from stakeholders
- Involved in various stages of the Software Development Life Cycle (SDLC) including analysis, and requirement engineering.
- Maintaining Jira for user stories and prioritizing tickets.
- Worked on Configuration instructions on Confluence.
- Configured Campaigns , Promotions , Coupons , Customer groups , Catalogues, Content .
- Implemented Jobs for automating the refresh intervals.
- Deployment process for UAT.

## **Jewellery and Accessories**

Business Analyst

- Facilitated and led group discussions to elicit requirements in JAD sessions.
- Worked closely with the development team to customize, develop, design and manage ongoing system solutions to meet the organization's goals.
- Made sure that the requirements, enhancements and defects for all releases have been developed, fixed and tested by building traceability matrices in various project artifacts.
- Developed document working prototypes and workflow diagrams to facilitate better system understanding.
- Customized various Salesforce.com Standard Objects Leads, Account, Contact, Opportunity, Activities and custom objects.
- Performed administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions and Approval Processes.

## **Time Management**

Business Analyst

- Collaborated with stakeholder groups across the organization to ensure business and technology alignment Proposed solutions meeting defined specifications and needs.
- Planned and conducted requirements elicitation meetings with the business to collect functional and non -functional requirements relating to the client's Salesforce technology enhancement and initiatives.
- Worked towards the preparation of requirements management plan, business, and functional requirement documents.
- Conducted brainstorming sessions with the development te.am to actively involve them during the requirements stage level analysis.
- Assisted in UAT and Streamlined Business process for entire department by implementing method that cut call hold times.

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## **EDUCATION**

### **B.tech in Information Technology**

Panipat Insitute of Engineering and Technology • Panipat • 2020

### **Advance Diploma in Business Administration**

STeI Institute • Singapore • 2024

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