

# RAKSHANDA KALASKAR

## Business Analyst

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📍 Ram Nagar Ward, Master Colony, Hinganghat



### Profile

Over 2years of experience as a Salesforce Business Analyst in I.T. Worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment.

### Professional Experience

#### Salesforce Business Analyst,

*Dazeworks Technologies Pvt Ltd*

05/2021 – 07/2023

- Salesforce Certified Administrator
- Develop business documentation including procedures, work instructions, and process flow diagrams
- Participate in knowledge transfer and requirement gathering sessions to help clarify business goals and improvement areas
- Assist with user testing and training to ensure solution meets business requirements
- Ensured team members fully understood the needs, motivations, and key factors for business success
- Found and reconciled errors in data to ensure accuracy in business requirements
- Prepared reports, business models, flowcharts, and diagrams for all staff levels
- Suggested process improvements to help meet business goals
- Gathered and reviewed information for quality and accuracy
- Wrote technical specifications for new software development based on user requirements

### Education

**Bachelor of Engineering,** *KITS Ramtek*

05/2016 – 05/2019

**Diploma in Electrical Engineering,**

*Government Polytechnic, Arvi*

06/2013 – 06/2016

**Matriculation,** *Dr B R Ambedkar Vidyalaya, Hinganghat*

06/2012 – 06/2013

### Skills

Business Analysis



Agile & Waterfall Methodologies



Requirements Analysis



Relationship Building



Microsoft Office Suite



Salesforce CRM



Sales & Service Cloud



Analytics and reporting



Software Project Management



Cross-Functional Coordination



User Acceptance Testing



Documentation



## Projects

### **Lumen, Business Expert**

- Worked on various business flows with detailed documentation
- Researched and implemented KAFKA
- Demonstrated a proactive attitude towards platform enhancements, actively seeking opportunities to improve system functionality and user experience
- Develop and maintain productive working relationships with designers, developers, as well as testers throughout the project
- Work with Business Analysis peers to improve, develop and promote the Business Analysis profession
- Assist in establishing the operational foundation and technological framework for the team's future
- Provide both strategic and detailed support to the Project Manager on significant projects and initiatives
- Manage multiple work streams whilst balancing issues and risk
- Execute on software development lifecycle processes, both waterfall and agile
- Helped to create and translate user requirements to define the functions the application must provide and performed requirements management
- Reliably estimated and managed time to resolve technical problems, understanding when to escalate issues
- Successfully met individual performance goals, consistently achieving weekly and/or annual efficiency targets.
- Gathered and identified requirements from users and stakeholders for system improvements.
- Exhibited excellent relationship-building skills, effectively liaising with stakeholders at all levels to understand their needs and concerns

### **BGCA, Quality Analyst**

- Designing scenarios, test plans, procedures, and scripts.
- Efficiently analyzing test results and further reporting them to the development team.
- Working efficiently with the development team to rectify errors and bugs.
- Reviewing and analyzing system specifications.
- Executing manual or automated test cases and analyzing results.
- Collaborating with QA engineers to develop effective test plans and strategies.
- Evaluating product codes as per specifications.
- Working proficiently with cross-functional teams, ensure quality throughout the software development lifecycle.
- Providing aid for troubleshooting issues.
- Responsible to analyze, troubleshoot and solve the support tickets

## Certificates

- Salesforce Certified Administrator
- Certified ACCELQ Automation Engineer
- Salesforce Certified Associate
- Certified ACCELQ Automation Expert

## Achievements

- Apex Specialist Superbadge
- Process Automation Specialist Superbadge
- Business Administration Specialist
- Screen Flow Specialist Superbadge
- Screen Flow Distribution Superbadge Unit
- Flow Fundamentals Superbadge Unit
- Screen Flow Fundamentals Superbadge Unit
- User Authentication Settings Superbadge Unit
- 3 \* Ranger On Trailhead

## Languages

English



Hindi



Marathi



## Interests

Learning new things, Reading, Dancing