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# Ritisha Sharma

Business Analyst / Process Coordinator

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## Skills

### Requirement Gathering



### Stakeholder Management



### Project Management



### Customer Relationship Management



### Excel



### Jira



### Zoho



### Salesforce Admin



### Scrum



### Kanban



### User stories



### Documentation ( SOW, BRD, FRD, User Guides , Discovery Phase )



### Reports And Dashboards



### Process Coordinator



### Client Engagement



### Resource Management



### Client Invoice Process Management



## Languages

### English



### Hindi



**Business Analyst** with experience in **pre-sales, post-sales, bidding, and team management**. Skilled in gathering and analyzing client requirements, preparing business proposals, and delivering tailored solutions. Proficient in creating essential documentation (BRD, FRS, user stories), managing project timelines, and coordinating cross-functional teams to ensure successful project delivery. Adept at client communication, expectation management, and providing post-implementation training and support. Proven ability to bridge the gap between business needs and technical teams while driving customer satisfaction and project success.

## Experience

**Appentus Technologies** **September 2024 - Present**  
Business Analyst / Process Coordinator Jaipur

**HMS Software & Mobile App:** Delivered a white-labeled Hospital Management System (HMS) within two week by gathering requirements, managing timelines, coordinating tasks with the internal team, and preparing key documentation (BRD, FRS, user guides). Provided user training and ensured smooth adoption.

**AI Chatbot for Healthcare:** Collaborated with the client to define chatbot requirements, suggested demos, created workflow diagrams, and delivered documentation. Coordinated development, UAT, and user training for seamless implementation.

**AR-VR Project:** Gathered requirements, created prototypes, defined use cases, and managed delivery of an AR-VR solution. Facilitated UAT, client feedback, and prepared training material for effective deployment.

**Cyntexa** **August 2023 - August 2024**  
Business Analyst Jaipur

### **Service Cloud Voice and Amazon Connect for Health Clinic.**

Health clinic in California offering Naturopathic and Regenerative Medicine.

Implemented Service Cloud Voice with Amazon Connect for customized IVR services on two phone numbers.

Collaborated with cross-functional teams to align technical solutions with clinic needs.

Managed stakeholder engagement through regular meetings, ensuring alignment and addressing concerns.

Used Zoho Projects for project planning, tracking, and reporting.

Facilitated Agile ceremonies and demo presentations to gather feedback. Developed detailed documentation and reports to monitor KPIs for calls.

Ensured compliance and proper call routing, recordings, and transcript setup.

Conducted thorough testing and validation of implemented data solutions.

### **Service Cloud for Cleaning Service.**

House cleaning services across various U.S. States required omnichannel case assignment to the least available agent.

Collaborated with cross-functional teams to define CTI and Omni-Channel integration requirements.

Managed stakeholder engagement and resource allocation for optimal efficiency.

Used Zoho Projects for milestone tracking and Agile ceremonies for project transparency.

Verified automated case assignment met functional requirements through rigorous testing.

### **Service Cloud for Telecommunication Provider.**

Leading telecom company needed omnichannel case routing to improve customer service efficiency.

Implemented case routing based on agent skills and availability using Omni-Channel Routing.

Developed custom Apex code for round-robin case assignment and configured custom UI enhancements.

Integrated Salesforce with the client's telephony system using Open CTI. Automated workflows for timely communication and conducted demos for stakeholder feedback.

Created user documentation and training materials to support feature adoption.

### **Salesforce Implementation for an Accounting Firm.**

Leading U.S. An accounting firm required Sales-force customization for financial and tax services.

Configured standard objects and created custom fields, page layouts, and validation rules.

Defined requirements for a custom Lightning Web Component for file management.

Managed security settings, created custom reports, and dashboards. Conducted user training, system audits