



# Roshan Vannam

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Over 11 years of experience as a IT Business Analyst, which includes 7 years of experience as a Salesforce Business Analyst. Worked closely with business leadership, key stakeholders, developers, and clients to Gather & Document the requirements, identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs.

## SKILLS SETS

Rational Test Center  
ERP, SWOT Analysts,  
Leadership,  
Organizational and  
planning, Communication,  
Statistical analysis, Sales

Life Cycle, Schedule  
Apex, Eclipse IDE, Apex  
Data Loader, Workflows  
and Approvals. Apex  
Language, Apex Classes,  
Apex Trigger, SOQL,

Dashboards, Reports,  
Analytic Snapshot,  
Custom Object, Microsoft  
Office Suite, Smart Draw,  
Google Docs.

## CERTIFICATIONS

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| • Salesforce Business Analyst  | Nov '22  |
| • Salesforce Admin 201 Certification                                   | Jan '20  |
| • Certificate of Competency in Business Analysis (CCBA™) Certification | Jun '19  |
| • Certificate in Business Analysis (ECBA™) Certification               | Aug. '18 |

## EXPERIENCE

### Lead Business Analyst

Feb. '22- Dec. '22

Birlasoft Pvt. Ltd., Hyderabad, India

Worked simultaneously on following projects

1. Reliance Distribution Project.
2. Dilmac resource Management work
3. Resource management

**Responsibilities:**

- Developed, prepared and analyzed reports with complex analysis and data for management review, and presenting to various levels of management.
- Defining business requirements and provides analysis to increase operational efficiency.
- Performed various SOQL Queried in salesforce to get data from multiple data tables.
- Organized versions of code using get GitHub.

**Salesforce Business Analyst****Jan '21 – Nov. '21**

Infosys, Hyderabad India

Is a software firm that provides a range of end to end consultancy and professional services to our customers across geographies and verticals on Pega BPM platform.

**Responsibilities:**

- Developed Business Plans, determined the Key Performance Indicators (KPI) and coordinate the measurement result.
- Gathered information, analyzed new products and services and allocated relevant data to different departments.

**Salesforce Business Analyst****Aug '18- Aug '19**

Cummins, Columbus, IN, USA

**Guidanz project – Columbus IN**

Cummins Guidanz™. Guidanz is a suite of genuine service products, features and capabilities that maximize efficiency by streamlining processes associated with any service event.

**Responsibilities:**

- Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of CRM Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
- Defined Lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created Page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Worked on Validation Rules, Workflows and Approval Processes.

**SFDC Quality Analyst****Nov '15- Aug '18**

Deloitte, Indianapolis, IN, USA

**Eligibility Determination Service System (IEDSS):**

Deloitte is the Implementation partner for State of Indiana Integrated Eligibility Determination Service System (IEDSS). The project is to replace

**Responsibility:**

- Created new User Accounts and assigned Profiles as per their role in role hierarchy.
- Defined Org wide default to restrict access from users.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Created Data Validation rules and Formulas as per business requirement.

**Quality Analyst****Nov. '11 – Oct '15**

CBA Logistics, NJ, USA

**Project Detail:**

CBA Packers Private Limited was a perfect work place where I was able to use my people skills and Industrial Engineering Tools.

**Responsibility:**

- Gather, document, and analyze data and information; develop and execute training materials and training activities to high-level operators.
- Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- With the help of my team leader I got involved in the requirement analysis of project from various artifacts like code, database relationships.

**Analyst, TATA Motors, Pune****June 2010 – Nov. 2010**

Internship

- Worked on production line bottle necks, using “Value Stream Mapping” technique.
- Reduced the inventory and production stoppage cost by 20%.

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**EDUCATION****Rochester Institute of Technology, NY****May '11**

Masters in Engineering

**References:**

- Available upon Request.