**Vamsi Thiyyagura**

**[**Salesforce Business Analyst / Admin**] Email:** tvamsi92@gmail.com

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**PROFESSIONAL SUMMARY:**

* A **4X certified** Salesforce **Business Analyst** / **Consultant**
* **5+ years** of IT Experience, all into **Salesforce**
* Hands on experience in Requirement Analysis and **Elicitation**
* Hands on experience in creating **functional documents** and **Process flow diagrams** to facilitate better system understanding.
* Hands on experience in **Salesforce Admin** tasks - Creating Roles, Profiles, Email Templates, Page Layouts, Validation Rules, Workflow​rules, Process builders, Approval Process, Salesforce Security Model. ​
* Hands on experience in **Salesforce CPQ** – Creation of Products, Bundles, Options, Features, Configuration and Setup
* Hands-on experience in **Salesforce Sales Cloud** setup (setting up Accounts and Contacts, defining sales process, customization)
* Hands-on experience in **Salesforce Communities** setup, configuration, building custom theme templates, lightning community templates (Bolt solutions), page variations.
* Working experience in Salesforce SLDS, HTML, CSS.
* Experience working in **Agile** setup and **Scrum** team

**EXPERIENCE:**

* Working with **Solunus Technologies Pvt LTD** (formerly Kairos Technologies) in Hyderabad –
	+ **Business Analyst** from **Jan 2019 – July 2020**.
	+ **Software Engineer** from **May 2016 to Jan 2019**
	+ **Trainee Software Engineer** from **Nov 2015 to May 2016**

**ROLES AND RESPONSIBILITIES**

* Elicit requirements using interviews, document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
* Perform GAP analysis of the existing functionality of the Product and provide & implemented relevant solutions
* Interacted daily with client`s business and technical staff to understand processes and key requirements, proactively work to resolve client issues
* Effectively communicated the technical design and strategy and processes in simplified business language for the program’s end users and stakeholders in both written and face-to-face situations
* Mentor new team members, and conduct domain knowledge training sessions to bring them up to speed.
* Served as a Salesforce.com administrator
* Served as a knowledge resource for Salesforce.com capabilities and best practices and worked closely with business partners to realize the full capabilities of Salesforce.com CRM
* Documentation of Functional Specifications, User Stories, User Guides
* Developed complex reports and dashboards for all team functions on both management and individual levels.
* Performing Functional Testing.

**PROJECTS HANDLED:**

**AEROXCHANGE – SALES CLOUD AND CPQ SETUP**

Client was using Sugar CRM for customer pricing, Sales and Supply and wanted to migrate to Salesforce because of UI issues, data duplication, Lack of streamlined process

Implementation of Salesforce Sales Cloud replacing Sugar CRM to streamline customer pricing, sales process. Involved setting up lead, Opportunity, account, contact management and CPQ from scratch with Product configuration, Pricing and volume discounting scenarios

**Responsibilities:**

* Lead and participate in the discovery workshops
* Interact with the stakeholders and gather requirements
* Perform GAP analysis, Document the detailed user stories, Process flows and design steps for project Implementation
* Admin configurations – Creation of objects, fields, tabs, process builders
* Setting up of Product bundles, Features and Options, Pricing Configurations
* Functional Testing
* User training and manuals

**LIGHTNING BOLT SOLUTION – BUYERS CONSORTIUM**

Solunus’ Buyer Consortium Management solution supports the consortium business model and allows consortium members to eliminate redundant administrative costs and ineffective workflows. The solution allows members to share sensitive information securely and compliantly. It enhances collaboration between buyers and suppliers while providing greater visibility into the supplier performance to take the right decisions at the right time

**Responsibilities**

* Functional Lead and Community developer – community setup including custom theme, page variations.
* Solution design for the community theme
* Document the requirements for implementation
* Worked closely with team members to help them understand the requirements
* Designed the custom lightning theme templates, SLDS and CSS

**DAIKIN MANAGED SERVICES**

The scope is based on client’s maintenance and support needs. The approach leverages to manage, capture, prioritize and ultimately deliver client objectives over the course of the engagement. The scope is not fixed to any one initiative, but work related to the backlog items mainly on the Quote to Cash process and implementation of a project management tool

**Responsibilities:**

* Backlog management
* Analyze the system to check scope for optimization
* Requirement gathering and user story creation
* Documentation of Process flows and BRD
* Demos to stakeholders

**OTHER PROJECTS**

* Omnimax onboarding forms – data migration project
* The Buyers Consortium – HEB Groceries
* Brightcove – Video connect application

**QUALIFICATION:**

* Bachelor of Technology (B.Tech) from synergy Institute of Engineering and Technology (BPUT) in 2014.

**CERTIFICATIONS**

* Salesforce Sales Cloud Consultant
* Salesforce Admin
* Salesforce Platform Developer-1
* Salesforce App Builder

**KEY SKILLS:**

* Platform Knowledge – Salesforce.com
* Other Technologies – HTML, CSS
* Excellent communication and interpersonal skills
* Agile Software Development
* Requirements Elicitation
* Project Management and Consultation