**Name :** VEGI RAGHU VAMSY

**Email ID**  : [v.vamsy@gmail.com](mailto:v.vamsy@gmail.com)

**Phone Number** : 09985193257

**Career Objectives**

To work in a professional environment that gives me an opportunity to learn new things and improve my skills.

* I like to do the analytic work for any application. The Look and feel features should be in convenient way for users.
* Gathering the requirements
* Minutes of Minutes with team.
* Document the information

**Experience**

**Franklin Templeton Investment**

**Associate Business Analyst (1st August 2019 to till date)**

**International Advisory Service (IAS) Dept**

**IRIS-**

* IRIS application used by Sales team
* Sales team would update the client details in the application and supports for Multiple countries

**JIRA support ticket for IRIS**

1. Access request
2. Reports extracts
3. Bugs issue
4. Task
5. Epic story

**Microsoft CRM Dynamics for IAS**

* Handling Client details for Sales users.
* Support ticket needs to handle in the CRM Dynamics applications.
* If any Bug is been identified in the Dynamics needs to create in the Azure Devops tickets.
* User Support meeting to discuss the features of Dynamics

**Countries Migration Project-1:**

* This is project is regarding to transfer all the data from IRIS to Microsoft Dynamics.
* Once in a week would have discussion within team regards data transfer from one application to another application?
* Each and everything point should discuss
* If any data has missing information in the IRIS application should contact to Sales team and get the details.
* As of now 5 countries were been transferred from IRIS to Microsoft Dynamics.

**Countries Migration Project-2:**

* Another set of countries data is been transferred from IRIS to Microsoft Dynamics.
* We capture the feedback from business team as per previous migration
* Should check with sales user regarding contact’s profile designation
* It is require to identify each and every user responsibilities

**Microsoft Azure devops:**

1. Bug and User story creation do in the devops ticket Due to Dynamics and Data migration.
2. Product Owner would review the ticket for the approval.
3. Once it is approve the ticket get transfer to Development team.
4. Developer would discuss personally regarding the ticket to know the exact output for more information
5. Daily Calls would be setup by Project Manager for every iteration release.
6. Developer would fix the issue and assigned it to me for UAT testing.
7. UAT testing is verified and assigned back to developer. So, they move the board to Production.
8. New features get update in the Dynamics.

**United States Advisory Service (U.S.A.S) Dept**

**CLASS**: - Content Locator and Self Service

* Share point handling for U.S.A Sales Team.
* Glance reports like Weekly, Monthly and Quarterly.
* Test the links by using the Macros & HTML –Web expression.
* IDR mails response for uploading the files in iPad.
* Coordinate with Tech team for any issue.
* Team meeting with Marketing, Content and Legal team for any Fund Launches.
* Technology- HTML, Share point and Macros.

**Tickets:**

* Any issue in CLASS portal.
* Funds launch issue in CLASS portal.
* Any employee joins in Sales team need to arrange the System along with installed applications.

**Global Information Portal (GIP):**

* Acted as SME role to participate this project.
* This project has design the features to look and feel like Google browser also started from 2017 to till date.
* It covers U.S.A & Canada region with detailed information for any type of file search.
* Artificial Intelligence tools for searching the files in GIP**.**

**Gamma Testing GIP:**

* Few Features has been added in the GIP
* Identify any bugs in GIP and send it in Feedback
* Weekly Call for Gamma Feedback
* During the call could give any additional requirement for GIP.

**CRM-Dynamics for Regression Testing for U.S.A.S:**

* PWD and SMA project.
* Regression testing to check the features for each entity in the Dynamics.
* Once the testing is completed will send the updates to Production team along with results via e-mail.

**India Transfer Agency dept**

**Senior Lead Executive (1st April 2018- 31st July2019)**

* Handling the team and guiding the queries to executives
* Process Training for new executive
* Preparing the MIS report and quality score (pivot table)
* Initiating and taking responsibility of escalation queries

**Executive (21st March 2016 -31st March 2018)**

* CC team will send the list of open queries. We would get the queries list to respective person
* Investors want an assistance regarding the mutual fund information of our along with performance and returns.
* Investors want to know their account details. After verifying the details would share the information.
* Need to follow with backend team regarding the credit status, KYC registration, NAV, purchase and SIP.

Certification:

I qualified in NISM-Series-V-A- **Mutual Fund Distributors Certification Examination**

Achievement:

I received **Take a bow** and **Kudos** award.

**Tata Business Support Service Limited**

I worked as customer care executive from 14th April ’14 to 19th Mar’16

* I worked for social media department for retail process
* Customer would post a complaint on social networking websites like Facebook, Twitter and other Consumer forum.
* Tracking customer complaints would forward a mail to concerned team.
* Have to follow response time as per SOP.
* If a customer purchase the product in online. Had to check the transaction status whether the payment had been received or not. If the amount is higher value would ask the supporting document from customer.

Workshop:

I attended the Team leader development program.

Achievement:

I received the **Performance Award** from Human Resources in the year of 2014 and 2015.

I received the **Client award** in the month of Nov’15

**Educational Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Year Of Passing** | **Percentage** |
| B.Tech (CSE) | Nalla Malla Reddy Engineering College, JNTUH | 2012 | 58.67 |
| Intermediate | Sir Ravindranadh Tagore College | 2008 | 62.8 |
| S.S.C. | Sri Viswashanti English Medium School | 2006 | 71.67 |

**Technical Skills**

1)Business Analyst:

I pursed the training course from COETL institute

* UML diagrams
* User Description document
* Business Requirement document
* Change request

2) SQl

3) Azure board

4) Microsoft dynamics CRM application support

Strength

* I have lot of patience to work under pressure.
* I could grasp easily whenever any new process of work is been explain.

**Personal Details**

Full Name : Vegi Raghu Vamsy

Father’s Name : V.Subba Rao

Mother’s Name : V.Dhana Lakshmi

Date of Birth : 24-01-1991

Age : 24

Nationality : India

Linguistics : English, Hindi, Telugu

Hobbies : Browsing, Badminton

Address : Flat No-205, Block No:A-25, Sanskruti township,

Annojiguda, Pocharam(village),RR (Dist),

Uppal, Hyderabad-87

Date **VEGI RAGHU VAMSY**

Place