

Vaibhav Vashishtha

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EDUCATION

The University of Texas at Dallas

Aug 2017 - May 2019

M.S. Information Technology & Management

Uttar Pradesh Technical University, Lucknow

Aug 2008 - Jun 2012

B.S. Mechanical Engineering

TECHNICAL SKILLS & CERTIFICATIONS

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| SFDC Tools: | Data Loader, Apex Explorer |
| BI and Analysis: | SAP HANA Studio, SAP BEx Analyzer, SAP BW NetWeaver 7.3 |
| Databases: | SQL Server and MySQL |
| Methodology: | Scrum, Agile |
| Tools and Software: | ServiceNow, Salesforce CRM, CPQ, MS Visio, Jira, Confluence, Advanced Excel, Tableau |
| Certifications: | ITIL Foundation V3 Certificate 2011, Salesforce Administrator Certification |

BUSINESS EXPERIENCE

TIBCO SOFTWARE, PALO ALTO, USA

Service Automation Business Analyst

Oct 2019 – Present

- Conducted JAD sessions with business users & other Stakeholders to gather the Business Requirements
- Partnered with DevOps to automate the manual process to save time and money to decrease errors on Salesforce platform.
- Refined product backlog, assessed the needs of the stakeholders through interviews and translated into JIRA stories for the development team, which led to a 40% increase in team's velocity.
- Designed, developed, and maintained all company, team, and individual dashboard metrics using TIBCO Spotfire.
- Planned and conducted End User Training for the customer (~100 users) in onboarding project.
- Developed, maintained, and performed processes to continuously monitor data quality and integrity on Remedyforce Configuration Management Database.
- Validated and assessed solution design throughout the project with customers using Agile methodology.
- Customized application business logic using declarative programming like formula fields, validation rules and workflows.
- Monitored new Salesforce/Remedyforce released features and functionality to provide recommendations for product enhancements.

REI SYSTEMS, STERLING, USA

Business Analyst

Jul 2019 – Oct 2019

- Analyzed and evaluated critical business requirements using elicitation techniques to propose technology solutions for stakeholders.
- Developed and presented use cases, business process models, functional diagrams and proof of concepts to stakeholders during requirement gathering sessions.

SYMANTEC CORPORATION, MOUNTAIN VIEW, USA

Business Analyst Intern

May 2018 – May 2019

- Designed and presented User Stories and UML models using Microsoft Visio
- Performed Data mapping, logical data modeling, created class diagrams and used SQL queries to filter data
- Created automated licensing request process for Enterprise Business Development team on ServiceNow
- Analyzed & evaluated business requirements using techniques to propose technology solutions for stakeholders
- Implemented executive level dashboard for IT Leadership Team to show gap and missing data on CMDB in ServiceNow
- Analyzed operational inefficiencies, presented findings & suggested efficient solutions for project management

TATA CONSULTANCY SERVICES, GURGAON, INDIA

IT Business Analyst

Jan 2013 – Jul 2017

- Worked with the customer and process consultants for the feasibility study, gap analysis, effort estimation and project planning using the ITIL v3 framework.
- Designed the business requirement collection approach based on the project scope and SDLC Methodology
- Orchestrated training sessions on ServiceNow modules for operational teams and TCS internal teams
- Performed Email integration on the ServiceNow platform with in-house ticketing tools to improve operational efficiency by 95%
- Automated the closure of monitoring tool alerts within the ServiceNow platform which helped in reducing response time by 45 secs per ticket
- Translated business user concepts and ideas into business requirement document