**VIVEK VUPPALA**

SALESFORCE BUSINESS ANALYST

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# PROFESSIONAL SUMMARY

* Management Information Systems graduate, working in IT industry for over five years, ultimately gaining experience in implementing Enterprise Cloud Solutions through Business Analysis, Technology Management, and Programming.
* Collaborate with Information technology and business management to establish a strategy and architecture of Salesforce CRM to meet business needs.
* Strong experience in all phases of Software Development Lifecycle (SDLC) implementing Cloud Solutions using Agile and Waterfall project methodologies.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, and SalesForce applications based on Apex Language and leveraging Force.com Platform

# CERTIFICATIONS

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Certified Scrum Master

Salesforce Certified Administrator

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Service Cloud Consultant

# CORE STRENGTHS

Business Analysis Salesforce Administration Salesforce Service/Sales Cloud Project Management Agile/Waterfall Methodologies Client/Customer relationship

# TECHNICAL SKILLS

Database : MS-Access, Oracle

Tools : Tableau Analytics, EMatrix PLM, Taiga, JIRA and Rally (Agile)

UML/PM Tools : MS-Project, Outlook, Excel and Word, MS Visio, IBM Rhapsody and BPMN. Programming Languages: Visualforce, Salesforce Process Builder & C#

# WORK EXPERIENCE

**International Baccalaureate – Washington D.C | Since July’2016 – Present**

*Founded in 1968, the International Baccalaureate® (IB) is a non-profit educational foundation offering four highly respected programmes of international education that develop the intellectual, personal, emotional and social skills needed to live, learn and work in a rapidly globalizing world.*

**Senior Salesforce Business Analyst – Strategy, Development, and Execution**

## Project # 1: MySchool (CRM Salesforce Application)

Implementing Salesforce.com solution using Sales and Community clouds for global educator network, automating the school’s manual legacy application process to cloud platform which is accessible anywhere, anytime.

## Roles and Responsibilities (Not limited to):

* Facilitate requirement gathering meetings, communicate complex business needs into clear, actionable systems requirements, researches and evaluates alternative solutions.
* Evaluate the design of existing systems to judge their functionality, effectiveness, reliability, performance, usage, maintainability and cost of ownership.
* Partner with cross-functional team members to define business processes, gather project requirements, document data architecture and clearly document findings to enable project success.
* Act as a Salesforce SME within the project team - Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Support all testing, unit through UAT.
* Provide End User Training and Documentation during roll-out

 **Salesforce Business Analyst/Scrum Master - Strategy, Development & Execution**

## Project # 2: IB Answers Service Cloud

Implementing Salesforce.com solution using Service Cloud for IB customers (Schools, Parents, and Students), transitioning from legacy IB Answers Customer Care operating in four different regions (Hague, Singapore, Cardiff, D.C) to one sophisticated service cloud.

## Roles and Responsibilities (Not limited to):

* Act as a bridge between the business problems and the technology solutions.
* Provide functional expertise on Service Cloud including Service Console, Customer Portal, Case Feed, Knowledge Base, and Entitlements.
* Generate and analyze custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Participate in design reviews to ensure that business processes are properly supported; responsible for updated proposed workflows
* Monitor implementation of new processes to ensure acceptance/adherence and subsequent changes.
* Collaborate with Multi-lingual user group in order to ensure the application is developed appropriately in the respective languages.
* Coached and developed a distributed team of business executives and technical professionals regarding Agile roles, routines and responsibilities resulting in a more thorough understanding of Scrum/Kanban and a faster start-up time to developing software.

**STERIS Corporation – Mentor, Ohio | Since May’2015 – June’2016**

*STERIS is a global leader in infection prevention, contamination control, surgical technologies, and more with the current revenue of 1.85 billion and 7,600 employees.*

**CRM Business Analyst - IT Enterprise Architecture**

## Project # 1: Systems Integration (CRM and Microsoft Exchange)

This project aimed to automate the synchronization between Microsoft Exchange and Salesforce CRM. Synchronization included sales contracts, revenues, various customer details etc. To pursue this, I got to involve both as a Business Analyst and software developer under little supervision.

## Project # 2: Internet of Things (Connecting Machines, Performing Analytics)

We have used Internet of Things platform to develop an application for our internal customers from various departments. This project helped STERIS connecting all their manufactured machines to the Central Warehouse to automate diagnostic alerts to the Service technicians.

## Roles and Responsibilities (Not limited to):

* Creating project and application architecture deliverables that are consistent with architecture principles, standards, methodologies, and best practices.
* Implemented Agile methodology, trained the teams and selected the right tools thus resulted in transparency, faster development, efficient resource usage, improved communication between business users and developers which all led to saving 25% of the cycle time.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Identify and analyze project and technical risks & impacts; define alternatives & prioritization to remove roadblocks
* Engage and assist the teams during development activities while ensuring solutions conform to system blueprint and defined standard development practices.
* Provide technical leadership & oversight in the planning, evaluation, design, development, implementation, operation & control for applications in the Commercial space
* Completely involved in validating the system to meet Food and Drug Administration (FDA) principles which included Change control, User-Acceptance testing, and release management

**VISIONTEK (Linkwell Telesystems)| Since Aug’12 – Dec’14**

*Visiontek is a leading product company experienced in designing solutions for E-governance, Telecom, and Logistics sector with a revenue of 240 Cr. and 1800 employees.*

**Business Analyst – Product Development**

**Project # 1: Configuration of Product Lifecycle Management (PLM Enovia EMatrix)**

The configuration of PLM Application provided by Dassault Systems according to the requirements from Business groups such as R&D, Product Development, Marketing, and Production.

## Roles and Responsibilities (Not limited to):

* Proactively communicated and collaborated with external and internal customers to analyze information needs and functional requirements and delivered the following artifacts as needed: Functional requirements (Business Requirements Document), Use Cases, GUI, Screen and Interface designs
* Maintain complex integrations between ERP, PLM, and third party systems.
* Elicit requirements using interviews, document analysis, requirements workshops, surveys, use cases, scenarios, business analysis, tasks, and workflow analysis.
* Resolve system issues resulting from user error, incomplete system setup or systems bugs
* Provide expertise on product development processes across multiple engineering disciplines

**Project # 2: Development and Certification of mPOS (Mobile Point of Sale, PCI)**

This project aimed to develop mobile Point of Sale which can be integrated with Smart Phones to perform seamless business transactions.

**Roles and Responsibilities (Not limited to):**

* Played a key role in developing the security architecture per the Payment Card Industry PTS requirements.
* Analyzed and prepared documents such as Vendor Questionnaire, Derived test requirements and security requirements (Hardware and Software) for EMVCO certification.

# EDUCATION

 **Masters of Science in Management Information Systems** Dec’2014 - May’2016

 The University of Akron

 **Bachelors of Engineering in Electronics & Communications** Sep’2008 – May’2012

 Jawaharlal Nehru Technological University