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|  | **Vikram Simha Reddy Katreddy** | | |  | |
| Strong problem solving and technical skills coupled with assured decision making for enabling effective solutions leading to customer satisfaction and low operational costs, targeting senior level assignments in **Business Analysis** with an organization of repute   |  |  |  |  | | --- | --- | --- | --- | |  | **+61469366559** |  | **Melbourne, Australia** | |  | **katreddyvikram@gmail.com** |  | **www.linkedin.com/in/vikram-reddy-k-474003177** | | | | | | A picture containing person, person, indoor, posing  Description automatically generated  Figure 1 |
| **PROFILE SUMMARY**     * A competent professional with **5 years** of experience in vertical with understanding of Business Requirement Gathering & Process Flow; bagged STAR for the month in 2017 by the management * Provided insightful knowledge of business process analysis (As-Is, To-Be) and design; managed application based process re-engineering, process optimization, cost control & revenue maximization * Experience in mapping business requirements, designing customized solutions with strong analytical skills and capability to analyse business practices and define optimal procedures; profound experience in the Salesforce.com CRM space which includes Administration, Configuration, Implementation, and Support experience * Insightful knowledge of various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards * Hands on experience in integrating SFDC with applications like Microsoft Outlook, ACT, and so on * Expertise in communicating with internal/external clients to determine specific requirements and expectations; managing client expectations as an indicator of quality * Proficient in mentoring and coaching the team on various areas and providing input on team performance | | | | | |
| **EDUCATION**     |  |  | | --- | --- | |  | Master of Science in Networking and Business Analysis from Charles Sturt University, Melbourne in 2020 | | Bachelor of Science in Mechanical Engineer from SRM University, Chennai in 2015 | | |  | **CORE COMPETENCIES**     |  |  | | --- | --- | | Business Analysis Practices |  | | Management Consulting |  | | People & Processes Management |  |  |  |  | | --- | --- | | Corporate Strategy Planning |  | | Business Process Reengineering |  | | MIS Reporting & Documentation |  | | Client Relationship Management |  | | Team Building & Leadership |  | | | |
| **CAREER TIMELINE**      **Since Dec'18**  **Jul'15-Jul'18**    **Aug’15-Nov’18**  **WORK EXPERIENCE**    **Since Dec’18 with Woolworths, Melbourne as Business Analyst**  **Key Result Area: (Quality and Planning)**   * Preparing the reports in key business metrics and developing plans for future company expansion * Implementing business intelligence tool like: Please mention the name of the tools * Facilitating and fixing appointments & meetings, updating calendar, preparing reports, presentations and MOM * Conceptualizing business strategy and offering strategic consulting on problem-solving, gap analysis, risk analysis, and cost-benefit analysis * Liaising with C-suite level executives, industry associations and other stakeholders for gathering requirement, scoping and documenting business requirements * Monitoring & controlling operations with respect to cost, resource deployment, time overruns and quality compliance to ensure satisfactory execution of the same * Sharing recommendations & insights regarding the future trends in industry and transforming them into key market initiatives * Performing several roles like finding new process, determining gaps in existing process and implementing new processes; participating in design reviews & assisting with allocation of functionality to specific system components * Suggesting technology-based solutions for enhancing functional efficiency and achieving business excellence   **PREVIOUS EXPERIENCE**    **Aug’15-Nov’18 with Charter Communications, Bengaluru as Business Analyst**  **Highlights:**   * Awarded as STAR for the month in 2017 * Participated in requirements Gathering and worked on Salesforce Application Setup activities * Customized the apps to match the functional needs of the organisation * Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages * Implemented pick lists, dependent pick lists, lockups, junction objects, master detail relationships, validation and formula fields to the custom objects, Web to case, Email to case * Integrated SFDC system with Microsoft Outlook * Identified business optimization process and CRM deployments * Played a lead role in managing projects and in managed project risk to meet business goals and objectives * Documented business processes in CRM for professional services clients   **Jul'15-Jul'18 with Capgemini Pvt. Ltd., Bengaluru as ASSOCIATE CONSULTANT** | | | | | |
| **PERSONAL DETAILS**    **Date of Birth:** 18 Aug 1994  **Languages Known:** English, Hindi & Telugu  **Address:** 5/17 Gordon Street, Footscray, Footscray, VIC 3011 | | | | | |