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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

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|  | **+61469366559** |  | **Melbourne, Australia** |
|  | **katreddyvikram@gmail.com**  |  | **www.linkedin.com/in/vikram-reddy-k-474003177** |

 | A picture containing person, person, indoor, posing  Description automatically generatedFigure 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
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|  **EDUCATION**

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|  | 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**

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| Business Analysis Practices |  |
| Management Consulting |  |
| People & Processes Management |  |

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| Corporate Strategy Planning |  |
| Business Process Reengineering |  |
| MIS Reporting & Documentation |  |
| Client Relationship Management |  |
| Team Building & Leadership |  |

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|  **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 |