

Contact

satishiya31@gmail.com

www.linkedin.com/in/satishi
(LinkedIn)

Top Skills

SaaS

Software Project Management

Enterprise Software

Languages

Hindi

Tamil

English

Certifications

Oracle Business Intelligence - Server
Architect

RightNow Certification

Honors-Awards

Oracle - North America Consulting
Award

Satish Iyer

Senior Solutions Consultant at Zendesk
Denver Metropolitan Area

Summary

Experienced Senior Sales Consultant with a demonstrated history of working in the information technology and services industry. Strong sales professional skilled in Requirements Analysis, Enterprise Software, Agile Methodologies, Customer Relationship Management (CRM), and Professional Services.

Experience

Zendesk

Senior Solutions Consultant
June 2020 - Present (1 year 7 months)
Boulder, Colorado, United States

Oracle

8 years 4 months

Senior Sales Consultant

May 2016 - June 2020 (4 years 2 months)
Boulder, CO

As a service cloud specialist I am responsible for formulating and leading presales technical / functional support activity to prospective clients and customers. I also build and deliver custom product demonstrations which focus on key business drivers, functional requirements and demonstrate the value of our solution for potential customers.

Principal Consultant

March 2012 - April 2016 (4 years 2 months)
Bozeman, MT

Responsible for Implementation & maintenance of enterprise level Oracle Service Cloud Sites. Job duties also include the following

- Simultaneously manage multiple projects/clients from inception through completion utilizing the Oracle Project Methodology to achieve desired business goals.

- Apply technical & functional knowledge of the Oracle Service Solution Suite – Service, Marketing, Sales, Feedback, Analytics and Chat.

- Analyze customer requirements and understand customer processes & ecosystem to gather and thoroughly document business requirements and determine feasibility of design.
- Influence business decisions based on leveraging best practices and problem solving skills.
- Coordinate and prioritize all aspects of projects, including planning, project management & communication, execution and completion.
- Use the Oracle Reporting platform to generate complex reports and metrics.
- Ensure all projects are delivered successfully on schedule and on budget
- Engage with customers in regularly scheduled project meetings to update the business owners on the status of the project.
- Identify opportunities to position other service offerings to support clients' long-term, strategic objectives.

RightNow Technologies

Senior Consultant

June 2010 - February 2012 (1 year 9 months)

Tata Consultancy Services

Siebel Analytics/ Oracle Business Intelligence Consultant

January 2006 - May 2010 (4 years 5 months)

BI Consultant

Education

University of Mumbai

Bachelor of Engineering (B.E.), Electronics