

Nikita Tsyzhman

Business Systems Analyst / Implementation Consultant

CRM implementations, API integrations & AI workflow automation

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PROFILE

Business Systems Analyst / Implementation Consultant with 3+ years of client-facing delivery across 37+ implementations. I take operational processes from discovery to production: AS-IS/TO-BE and BPMN, requirements and user stories, CRM configuration, REST/webhook integrations, n8n automation, UAT and go-live. Recent work includes AI-assisted lead qualification, automated first-line support for 2,500+ monthly end customers, and CRM reporting reconciliation.

CORE STRENGTHS

Requirements & technical specifications

AS-IS / TO-BE & BPMN

User stories & UAT

API & webhook integrations

Process automation

Technical documentation

PROFESSIONAL EXPERIENCE

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Nov 2022 - Present

Business Systems Analyst

- Led technical discovery on 37+ client implementations: AS-IS/TO-BE, BPMN, functional specs, user stories, acceptance criteria and implementation tasks.
- Designed and built CRM + API integrations (amoCRM/Kommo, Bitrix24, RetailCRM, telephony, databases, AI services) using REST APIs, webhooks, JSON mapping, branching logic and validation in n8n.
- Designed and validated automated first-line support workflows for a client handling 2,500+ active end-customer requests per month: routing, intent/status handling, CRM updates and escalation.
- Coordinated clients, developers and AI specialists from discovery through UAT and rollout; signed off delivered behaviour against agreed scenarios.
- Reconciled CRM-derived operational reporting in Metabase/PostgreSQL: metric definitions, drill-downs, duplicate/test records.
- Packaged reusable patterns for lead routing, deduplication, field normalisation, CRM state transitions, notifications and system-to-system sync, with specs and implementation notes for handover.

SELECTED PROJECT WORK

AI lead qualification — healthcare

Diagnosed a 3-business-day first-response bottleneck and redesigned the front line around an AI messenger agent. First response dropped to ~1 minute at ~\$0.10 incremental AI cost per qualified lead.

Automated first-line support

Designed dialogue outcomes, routing, escalation and downstream CRM actions for automated support workflows handling requests from 2,500+ active end customers per month for a client.

CRM rebuild & analytics reconciliation

Simplified CRM funnels and required fields, added error-proof automation, connected marketing sources and reconciled CRM revenue/visit data with downstream analytics and medical-system records.

Voice AI in continuous production

Designed call scripts, follow-up logic and CRM automation for an early voice-agent deployment that has remained in continuous production for 4 years and was later reused by the same client in a new company.

TECHNICAL TOOLKIT

Integrations & automation

n8n / REST APIs / webhooks / JSON / data mapping

CRM / business systems

amoCRM / Kommo (pipeline CRM, comparable to Pipedrive) / Bitrix24 / RetailCRM

Analysis & delivery

requirements elicitation / AS-IS / TO-BE / BPMN / user stories / acceptance criteria / UAT / rollout validation

Data and reporting

SQL / PostgreSQL / Metabase / NocoDB

AI

chat and voice agents / Ollama / workflow automation

Tooling

Git / Docker / Caddy

EDUCATION AND TECHNICAL FOUNDATION

Cisco Networking Academy: CCNA Routing and Switching (Introduction to Networks, Essentials); Introduction to Cybersecurity.

Bachelor's Degree in Applied Informatics

University of Management "TISBI", Kazan / Graduated June 2022

Relevant coursework:

Systems Analysis, Information Systems Design, Software Engineering, Database Systems, Information Project Management, Programming, Information Security, Computer Networks & Telecommunications.

Graduation project: Design and Development of a Hotel Information System.

Open to international relocation.