

Nikita Tsyzhman

Business Systems Analyst / Implementation Consultant

nik.tsyzhman@gmail.com | [linkedin.com/in/nikita-tsyzhman-391385431](https://www.linkedin.com/in/nikita-tsyzhman-391385431) | tsyzhman.ru | Open to international relocation

PROFILE

Business Systems Analyst / Implementation Consultant with 3+ years of client-facing delivery across 37+ implementations. Own discovery-to-go-live for CRM, API/integration and AI-enabled workflows: AS-IS / TO-BE, BPMN, requirements, user stories, acceptance criteria, REST/webhooks, UAT and rollout. Strong at turning ambiguous operational problems into testable system behaviour and coordinating customers, developers and AI specialists.

PROFESSIONAL EXPERIENCE

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Nov 2022 - Present

Business Systems Analyst / Implementation Consultant | Client delivery across CRM, API integrations and AI automation

- Led technical discovery and delivery for 37+ client implementations, translating operational processes into AS-IS / TO-BE maps, BPMN, functional specifications, user stories, acceptance criteria and implementation plans.
- Designed and validated CRM + API integrations across Kommo/amoCRM, Bitrix24, RetailCRM, telephony, databases and AI services using REST APIs, webhooks, JSON mapping, branching, validation and fallback logic.
- Coordinated clients, developers and AI specialists from discovery through configuration, UAT, go-live and production validation; signed off delivered behaviour against agreed scenarios.
- Reconciled CRM-derived operational reporting in PostgreSQL / Metabase, including metric definitions, drill-down logic, duplicate/test records and cross-system consistency.
- Shifted new automation builds from low-code-heavy n8n orchestration toward API-first / code-first delivery with Codex and Claude-assisted development, reducing typical build cycles from several months to several weeks.

SELECTED IMPACT

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 routing, intent/status handling, CRM actions and escalation for workflows handling 2,500+ active end-customer requests per month.

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

CORE SKILLS

Analysis & delivery: Requirements elicitation, AS-IS / TO-BE, BPMN, user stories, acceptance criteria, UAT, rollout validation

Integrations & data: REST APIs, webhooks, JSON, SQL, PostgreSQL, Metabase, CRM and telephony systems

AI & automation: Chat/voice agents, Codex, Claude Code, n8n, Ollama; workflow logic, validation and fallback design

Tooling: Git, Docker, Caddy, NocoDB

EDUCATION

Bachelor's Degree in Applied Informatics - University of Management "TISBI", Kazan | Graduated June 2022

Cisco Networking Academy: CCNA Routing & Switching (Introduction to Networks, Essentials)

LANGUAGES

Russian - Native | English - Professional working proficiency