

## CONTACT

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## SKILLS

- Functional Requirement Specification (FRS)
- Business Requirement Document (BRD)
- Agile Methodologies
- Scrum Framework
- Waterfall Model -SDLC life cycle
- User Stories & Acceptance Criteria
- User Acceptance Testing (UAT)
- Business Analytics
- Business Process Modeling (BPM)
- Stakeholder Management
- Requirement Elicitation / Gathering
- Customer Relationship Management (CRM)
- Product & Project Management
- UML/ Mockup/Prototyping
- Gap Analysis

## TOOLS

- Jira
- Balsamiq
- Axure RP
- Visio
- Figma
- MS Office

## LANGUAGES

- English
- Hindi
- Marathi

# PRATIK MESHARAM

## BUSINESS ANALYST

A Certified Business Analyst (CBAP) with 4.10 years of experience in delivering successful digital transformation projects, ERP implementations, and data-driven business solutions. Proven track record of managing stakeholder relationships, leading Agile teams, and driving process improvements that result in increased operational efficiency and cost savings. Adept at gap analysis, business process modeling, and optimizing workflows through automation. Proficient in tools such as JIRA, Axure Rp, Balsamiq, MS Visio, MS office, MySQL, and Power BI. Looking to contribute to innovative projects and enhance strategic growth within a forward-thinking organization.

## WORK EXPERIENCE

### Eduspace Technologies Pvt. Ltd | Business Analyst

FEB 2020 - PRESENT

- Played a critical role in **managing sprints, backlog refinement, and conducting demos** to ensure project deliverables aligned with business needs, working closely with cross-functional teams to deliver projects on time and within scope.
- Led a major ERP system update project, **delivering it 10% under budget**, reducing system errors by **30%**, and **improving performance by 25%**.
- Gathered**, documented & **translated business needs** into actionable solution ensuring alignment between project deliverables & stakeholder expectations
- Managed multiple concurrent **projects with 100%** adherence to budget and timelines, reducing operational bottlenecks and improving efficiency.
- Spearheaded UAT sessions**, captured user feedback, and made necessary refinements for seamless integration into live environments.
- Drove **50% increase** in customer satisfaction & **20% reduction** in complaints by leading a cross-functional team to optimize internal workflows and enhance response times.
- Successfully led the **digital transformation** of legacy systems, including CRM migration to cloud, ensuring minimal downtime and smooth transition.
- Implemented automation processes that increased **operational efficiency by 25%**, reducing manual work and enhancing system performance.
- After go-live, I closely **monitored the ERP system's performance**, identifying areas for further improvement. By working closely with stakeholders and end-users. I've implemented additional system enhancements that further improved order **processing times by 20%**.
- Developed comprehensive documentation to support ERP implementations and process improvements, including Business Requirement Documents (**BRD**), Functional Requirement Specifications (**FRS**), System Requirement Specifications (**SRS**), **Use Case Diagrams, User Stories, and Process Flow Diagrams**. Also created **As-Is and To-Be** process models, and detailed training manuals to ensure smooth adoption of new systems by stakeholders.

## EDUCATION

BE - E&TC (ELECTRONICS & TELECOMMUNICATION)

MIT PUNE - 2019

## CERTIFICATION

- Certified Business Analyst (CBA) - By IIBA
- My SQL - Seed Infotech