Mukram Patel

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EDUCATION

PDA College of Engineering (VTU University)   Kalaburgi, India
Bachelor of Engineering In Computer Science;   Oct - 2023

- *Courses: Software Engineering & System Design, Data Structures and Algorithms, Business Intelligence, Database Management Systems,System Analysis and Design, Big Data, Cloud Computing, Programming languages : C, Python,*

TECHNICAL SKILLS

- **Programming Languages**: Python, SQL, HTML, CSS, Java.

- **Frameworks:** Agile (Scrum, Kanban), Waterfall, SWOT Analysis, MoSCoW Prioritization, RACI Matrix,

- **Tools:** Ms Visio, Axure RP, Balsamiq**,** Jira, Power BI, MySQL, Excel, Slack, Clickup

- **Skills**: Requirements Gathering and Analysis, BRD, FRD, SRS, UML, Data Analysis, Business Process Modeling, Root Cause Analysis, User Stories & Epics, Test Scenarios & Test Cases, UAT, RTM, Change Request, Business Requirement, Communication Skills.

RELATED EXPERIENCE

- **Vertex Engineering LLC.**   Kalaburgi, India
  Business Analyst   June 2023 – July 2024
- Led a team of 20 members, coordinating tasks, monitoring progress, and ensuring successful project execution.
- Conducted requirement gathering sessions with stakeholders to identify business needs and objectives.
- Created and maintained UML diagrams, including use case diagrams and activity diagrams, to visualize workflows and system interactions.
- Prepared and managed the Requirements Traceability Matrix (RTM) to track requirements throughout the project lifecycle.
- Compiled and analyzed Utilization Reports, Weekly Reports, Monthly Finance Reports, and Impact Reports to support data-driven decision-making.

- **Sutherland Global Services**   Hyderabad,India
  Associate – Account Management   Sep 2024 - Nov 2024
- Assisted in setting team milestones and tracking performance to ensure timely achievement of targets.
- Analyzed account performance metrics and provided data-driven insights to enhance business strategies.
- Managed client communications, resolving queries and ensuring high customer satisfaction.

PROJECT EXPERIENCE

Online Agriculture Products Store
Waterfall
- Designed and documented a project for an Online Agriculture Products Store to connect farmers with manufacturers.
- Conducted requirement analysis, created process workflows, and developed BRDs and FRDs.
- Proposed a user-friendly web and mobile solution to improve access to agricultural products.
- Delivered a scalable concept supporting rural farmers, enhancing productivity and reducing costs.

Scrum Foods (Food Delivery Application)
Agile-based

- Designed a Scrum-based food delivery application catering to customers, restaurants, and delivery agents.
- Defined product vision, user stories, and acceptance criteria, ensuring alignment with stakeholder expectations.
- Developed features like real-time order tracking, customer feedback, and payment integration.
- Delivered a scalable project supporting seamless food delivery and enhancing user satisfaction.

Deshmukhi Express
Logistics & E-commerce Project

- Conducted market research to identify demand for rural courier services.
- Defined business requirements and created a structured Business Requirement Document (BRD).
- Developed process flow diagrams and use cases to improve operational efficiency.
- Analyzed customer pain points and proposed solutions like real-time tracking and same-day delivery.

CERTIFICATIONS

- Certificate - **International Institute of Business Analysis (IIBA)**   Organization Name – COEPD

- Certificate - **Business Analysis Fundamentals**   Organization Name - Udemy

- Certificate - **Microsoft Undergraduate & Masters**   Organization Name – Inside Sherpa.

- Certificate - **AWS Academy Cloud Foundations**   Organization Name - AWS Academy.

HONORS & INVOLVEMENT

● **Finalist, Business Case Study Competition (2023)** – Developed a data-driven business solution for a real-world challenge.

● **President, Anti Hunger Squad (Non-Profit Initiative)** – Led 75+ volunteers, managed fundraising, and optimized logistics.

● **Winner, Poster Presentation (Bangalore Institute of Technology)** – Presented AI-driven business solutions, recognized for innovation.