

NIKHIL SHARMA

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www.Linkedin.com

CORE COMPETENCIES

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

TECHNICAL SKILLS

- Documentation Tools: MS Suite.
- Prototyping & Wire frames Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools:Power BI, & Tableau

DOMAIN KNOWLEDGE

- ERP
- CRM
- LMS
- E-COMMERCE

EDUCATION

2017 - 2019

VIKRAM UNIVERSITY

- Master of Business Management

CERTIFICATION

- Certified IT – Business Analyst IIBA [IEP]
- TCS-iON Young Professional Certification

LANGUAGES

- English
- Hindi

CAREER OBJECTIVE

Results-driven IT and Business Analyst with 5.6 years of experience, including 3.6 years in business analysis and solution design. Skilled in leading projects, stakeholder management, and process optimization. Seeking a role to leverage my expertise in driving efficient IT solutions and business growth.

PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through RTM well versed with **UAT** handling **Change Request**.
- Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product Burndown charts** ensured **DOR** and **DOD** checklist.
- Efficient organizer, **motivator, team player** and a **decisive leader** with the ability to motivate teams to excel and win.
- Expertise in **business strategy, data-driven** decision-making, and **cross-functional team coordination**.

WORK EXPERIENCE

● **Company Name: Indiamart Intermesh ltd** AUG 2022 - PRESENT

Designation: Area Manager

Project 1: WebERP Intermesh [Agile]

Project Description:

This project aims to upgrade the WebERP Intermesh system to enhance operational efficiency and support IndiaMART's growth. By modernizing the internal ERP software.

Role: BA

Project 2: mERP Application [Agile]

Project Description:

The Mobile ERP Application streamlines sales associates' daily operations while enabling real-time monitoring for management. It enhances productivity, facilitates seamless communication, and optimizes task management by integrating key sales processes into a single platform.

Role: BA

Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with Product Owner and Scrum Master for **BV** and **CP**. and assisted the Product Owner for the creation of **DOR** and **DOD** checklist.
- Participated in **sprint ceremonies** to remove **road blocks** in the project.
- Generated **Sprint, Product Burn down/Burn up charts** to track the project progress.
- Participated in product planning and UAT to successfully deliver each sprint component.
- Successfully **implemented a Mobile ERP solution** to streamline sales associates' daily operations, improving task management, order processing, and real-time monitoring.
- **Enhanced sales performance** tracking and operational efficiency by integrating real-time reporting, GPS-based check-ins, and automated workflow management in the ERP system.

● **Company Name: Fashnear Technologies Ltd (Meecho)**

NOV 2021 - AUG 2022

Designation: City Launch Manager

Project 1: Farmiso - Online Fresh Vegetables & Groceries Store [Waterfall]

Project Description:

To establish an affordable, accessible, and scalable online grocery platform catering to underserved tier 2 and 3 markets in India, empowering local resellers and small businesses while meeting the growing demand for daily essentials in emerging digital economies

Role: BA

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a **Business Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams** and **wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- **Led end-to-end implementation** of Farmiso's online grocery platform, enhancing accessibility for tier 2 and 3 markets in India by **streamlining reseller onboarding** and **order fulfillment processes**.
- **Optimized supply chain operations** and **inventory management**, ensuring seamless coordination between local resellers, small businesses, and suppliers to meet the growing demand for daily essentials in emerging digital economies.

● **Company Name: Bharti Airtel Ltd**

OCT 2019 - NOV 2021

Designation: FRSM

Responsibilities:

- **Store Operations Management:** Oversee daily store operations to ensure smooth and efficient functioning, including inventory management and adherence to company policies.
- **Customer Experience Enhancement:** Ensure an outstanding in-store customer experience by providing product knowledge, assistance, and issue resolution, thereby fostering customer loyalty.
- **Sales and Profitability:** Drive store profitability by implementing effective sales strategies, achieving sales targets, and managing expenses.
- **Team Leadership and Development:** Lead, train, and motivate the store team to deliver exceptional customer service and achieve performance goals.
- **Compliance and Reporting:** Ensure compliance with company policies and procedures, and provide regular reports on store performance to higher management.