Mukram Patel

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EDUCATION

PDA College of Engineering (VTU University)

Bachelor of Engineering In Computer Science; 6.23: CGPA

Kalaburgi, India 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 basics
- 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

DeepThought EduTech Venture Pvt. Ltd.

Business Analyst Intern

Hyderabad, India Feb 2024 – june 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.

PROJECT EXPERIENCE

Online Agriculture Products Store

Business Analyst

Aug 2024 – Oct 2024

- 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

Oct 2024 - Nov 2024

- 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.

Al Chatbot for Banking

Business Technology Integration Project

Nov 2024 - Dec 2024

 Collaborated with stakeholders to gather and document requirements for a chatbot to address customer queries like balance inquiries, loan statuses, and transaction history.

- Conducted gap analysis between the current manual support system and the proposed Al-powered solution.
- Created functional and non-functional requirements, user stories, and acceptance criteria to guide the development team.
- Facilitated integration of the chatbot with the bank's backend systems, ensuring real-time data access and secure user authentication.

CERTIFICATIONS

| • | Certificate - Microsoft Undergraduate & Masters Virtual Internship | Organization Name – Inside Sherpa. |
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| • | Certificate - AWS Academy Claud Foundations | Organization Name - AWS Academy. |
| • | Certificate - Business Analysis Fundamentals | Organization Name - Udemy |

HONORS & INVOLVEMENT

• President of Anti Hunger Squad

President of Anti Hunger Squad, a non-profit organization serving the poor and needy.

• Entrepreneurship Clubs

Participated in entrepreneurship programs, including workshops, pitch competitions,.

• Won Poster Presentation on new technology organized by Bangalore Institute of Technology

Recognized for research innovation and presentation excellence, contributing valuable insights to the field of technology.