

DNYANESHWAR BHOSALE

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Professional Summary

Business Analyst with hands-on experience in understanding project requirements and business processes. Strong grasp of SDLC methodologies such as Waterfall and Agile. Proficient in analyzing "As-Is" and "To-Be" processes, requirement elicitation, stakeholder analysis, and documentation. Capable of transforming business requirements into clear functional and non-functional specifications. Experienced in preparing BRD, FRD, SRS, and user stories. Skilled in collaborating with cross-functional teams including developers, QA, and project managers.

Technical Skills

- Requirement Documentation: BRD, FRD, SRS, User Stories, Use Cases, UML, BPMN
- Elicitation Techniques: Interviews, Workshops, Brainstorming, Document Analysis
- SDLC Methodologies: Agile (Scrum), Waterfall
- Process Modeling: As-Is / To-Be Process, Activity Diagrams, Use Case Diagrams
- Reporting & Analysis: Power BI, Tableau, MS Excel (Pivot Tables, Charts)
- Database Skills: SQL (for querying and data extraction)
- Tools: JIRA, MS Visio, Balsamiq, Axure RP, Microsoft Word, Excel, PowerPoint
- Soft Skills: Excellent Verbal and Written Communication, Problem-solving, Team Collaboration

Professional Experience

ShopperStop Ltd.

Customer Care Associate & Cashier

2019 – 2022 | Pune, India

- Delivered exceptional customer service by resolving payment gateway-related issues and improving customer satisfaction.
- Promoted to Backend Cashier; managed end-to-end cash flow operations and team performance.
- Led a team of 12 to achieve sales targets and meet operational deadlines.
- Awarded for excellence in cash management and recognized in several R&R programs.
- Hands-on experience with POS and retail software including XStore, D-365, and M-POS.

Project Experience

1. Quick Bite – Food Delivery App

Role: Business Analyst

- Analyzed business needs and created requirement documentation (BRD, FRD, SRS).
- Gathered requirements through stakeholder meetings, interviews, and observation.
- Defined As-Is and To-Be process flows using UML & BPMN tools.
- Created use cases, activity diagrams, RACI Matrix, and RCA.
- Worked in Agile environment with developers, testers, UI/UX, product owner, and QA team.
- Handled change requests and conducted UAT sessions to ensure functional alignment.

2. My Billing Software System

Role: Business Analyst

- Studied the client's billing operations and recommended optimized solutions.
- Prepared complete documentation from business requirement gathering to UAT.
- Collaborated with development team to implement features like invoice automation, report generation, and tax calculations.
- Designed wireframes using Balsamiq and created interactive flow diagrams using MS Visio.
- Participated in testing and provided support for bug resolution and final deployment.

Education

MBA in Finance

D.B. Research and Management Institute

2023 – 2024 | GPA: 7.86

Participated in multiple startup events; successfully managed a food delivery app project, attracting 10,000+ users and delivering 5,000+ orders.

HSC (XII) – 80%

Parimal College, Latur

Represented college in state-level wrestling championship.

SSC (X) – 70%

Parimal High School

Certifications

IIBA – Entry Certificate in Business Analysis (ECBA) (In Progress)