

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 (Fluent)
- Hindi (Fluent)

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** 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.

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)**

2021 - 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**

2019 - 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.