

NACHIKET HEMLANI

PROFILE

Certified Business Analyst with a strong foundation in analysing business processes, eliciting requirements, and delivering IT-driven solutions to enhance organizational efficiency. Over 9 years of experience in business analysis, Documentation, stakeholder collaboration, and reporting. Adept at bridging the gap between technical teams and business needs.

CONTACT



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Pune, Maharashtra

SKILLS

- Business Development
- Requirement Elicitation & Documentation (BRD/FRD)
- Data Analysis & Visualization (Excel)
- Agile Methodology & Scrum
- UML User stories and Use cases
- Project Management
- Stakeholder Communication and Client interaction.

EDUCATION

Bachelors in Hospitality Management (BHMS)

Pune University | 2015



CERTIFICATIONS

- **Certified Business Analyst: COEPD (Pune)**
- **NISM-Series-V-A: Mutual Fund Distributors Certification Examination**

EXPERIENCE

NUVAMA WEALTH

May 2024 – Oct 2024

- Collaborated with development teams to enhance the MARS application by gathering business requirements and translating them into technical specifications.
- Identified and documented key application bugs such as incorrect portfolio performance calculations, delayed data updates, and misaligned user interface elements.
- Worked with QA teams to test and validate bug fixes, ensuring accuracy and consistency in results.
- Authored Business BRD and FRD to clearly define project scope, system functionality and business processes.
- Conducted regular training sessions for end-users to facilitate the adoption of new features and improve overall system usage.

RHYTHM RESITEL

Nov 2020 – April 2024

- Responsible for modelling requirements using UML diagrams such as use cases, activity diagrams in MS Visio tool.
- Communicate all sorts of requirement specification to development groups.
- Executed extensive travel to Dubai, Singapore, Bangalore, Hyderabad, Kerala, Noida etc to implement standardisation business process.
- Led efforts to integrate salesforce for project and inventory management, ensuring seamless data upload and maintenance.
- Designed a streamlined process flow for the Expression of Interest (EOI) system for new product launches.
- Illustrated multiple solution based process through activity diagrams and documented it comprehensively with BRD and screen mock-ups.
- Managed inquiry processes within salesforce, capturing diverse promotional activities as campaigns and associating incoming inquiries with corresponding campaigns.

BETWEEN BREADS

May 2015- March 2020

- Conducted in-depth market analysis and customer segmentation, identifying key trends and opportunities that contributed to a 15% increase in regional sales over a 2-year period.
- Collaborated with cross-functional teams (marketing, operations, finance) to streamline business processes, resulting in a 20% improvement in operational efficiency and a 10% reduction in food waste across multiple locations.
- Led the implementation of a new inventory management system, improving supply chain visibility, reducing stockouts by 25%, and optimizing order forecasting for 30+ franchise locations.
- Provided data-driven insights on menu optimization by analyzing sales data and customer preferences, leading to the introduction of three new high-margin menu items that contributed to a 12% increase in average order value.
- Developed and presented actionable KPIs and dashboards to senior leadership, enabling data-driven decision-making that supported the chain's expansion into new regions and improved financial performance.