Hari Acharya

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PROFESSIONAL SUMMARY:

Results-driven Business Analyst with a proven record of delivering high-impact solutions through data-driven decision-making and strategic requirements gathering. Skilled in developing user stories, conducting User Acceptance Testing (UAT), and managing backlogs to ensure timely and efficient delivery of quality products. Adept at bridging business needs with technical solutions and experienced in facilitating Agile methodologies (Scrum, Kanban) to foster cross-functional collaboration and continuous product improvement. Proficient in tools such as JIRA and Figma, specializing in leveraging data insights to optimize business processes and deliver innovative, value-driven projects.

Core Competencies:
- Requirement Gathering and Analysis
- Agile Methodologies (Scrum, kanban)
- Data Analysis, Interpretation and Visualization
- User Stories Creation, Acceptance Criteria and Backlog Refinement
- Stakeholders Management, Communication and Documentation
- Process Improvement and Optimization
- Project Management

SKILLS:

Tools: Jira, Miro, Figma, Microsoft Suite (Word, Excel, PowerPoint, Visio), Google Workspace, Power BI, Tableau, SQL, MySQL, ERP
Methodologies: Agile (Scrum, Kanban), SDLC, Backlog Management, User Story Creation, Acceptance Criteria, User Acceptance Testing (UAT), Wireframing, UX/UI Design Principles, Process Mapping, Requirements Gathering
Data Analytics: Data Visualization, Sales and Customer Data Analysis, Trend Analysis, Financial Forecasting, Market Research, Reporting & Dashboards, Key Performance Indicators (KPIs)
Soft Skills: Analytical Skills, Problem Solving, Critical Thinking, Creativity, Collaboration, Adaptability, Stakeholder Management

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PROFESSIONAL EXPERIENCE:

Agile Business Analyst   May 2024 - Present
RefineAI
- Collaborated with cross-functional stakeholders (Product Owner, developers, UX/UI designers) to gather and refine requirements, resulting in the successful delivery of a 20% faster resume parsing feature.
- Developed and maintained detailed documentation, including workflows, user stories, use cases, and wireframes, improving clarity and communication across teams using Jira, Figma, and Miro.
- Monitored product progress using key Agile metrics (velocity, burn-down charts) and provided actionable insights that aligned product features with business goals, ensuring 100% on-time sprint delivery.
- Prioritized the product backlog in collaboration with the Product Owner, ensuring features aligned with stakeholder priorities and market trends, leading to a 15% increase in user satisfaction.
- Successfully facilitated key Agile ceremonies (daily stand-ups, sprint planning, retrospectives), boosting team productivity and adherence to Agile best practices, resulting in a 10% improvement in sprint velocity.
- Developed user acceptance criteria and conducted UAT, leading to the validation of critical features and ensuring that deliverables met business requirements and stakeholder expectations

Business Analyst   August 2023 - June 2024
Charter Communications

- Analyzed sales and customer data (e.g., conversion rates, lead tracking) to identify key trends, resulting in actionable insights that increased customer acquisition by 20% during a 30-day trial initiative.
- Conducted comprehensive market research and synthesized customer feedback to drive promotional campaign strategies, leading to a 15% increase in customer engagement during the Xumo Box launch.
- Collaborated with sales, marketing, and operations teams to gather business requirements and align strategic goals, improving cross-functional communication and ensuring a 10% reduction in project delivery time.
- Utilized advanced Excel functions and created detailed PowerPoint presentations to communicate data-driven insights and business recommendations to senior stakeholders, directly influencing decision-making on new initiatives.

- Monitored and evaluated lead generation and sales performance metrics, providing weekly updates and strategic analysis that resulted in a 5% improvement in sales processes and greater visibility into business outcomes.
- Participated in Scrum ceremonies (stand-ups, product planning) to provide key data insights for product planning, contributing to the success of several high-impact initiatives.

Analyst   January 2023 - July 2023
ADT Security
- Monitored daily sales performance and provided real-time insights to sales teams, enabling faster decision-making and the ability to pivot strategies, which contributed to a 7% increase in daily close rates.
- Partnered with sales leadership to identify and address key bottlenecks in the sales process, resulting in the development of automated reporting tools that saved the team over 10 hours per week in manual work.
- Assessed sales territories and client segmentation strategies, recommending adjustments that led to a 5% improvement in resource allocation and more balanced workload distribution across sales teams.
- Conducted post-sales performance reviews, analyzing deal closure patterns and customer feedback, which led to the refinement of sales pitches and improved client satisfaction rates by 10%.
- Collaborated with marketing and product teams to align sales campaigns with new product launches, ensuring the timely and accurate communication of key product benefits, which boosted new product sales by 15% in the first quarter of the launch.

Analyst | Team Lead   January 2016 - December 2022
United Pacific
- Managed store performance metrics, including tracking and analyzing annual sales, costs, and customer feedback, providing insights that led to the implementation of strategies improving store profitability by 10%.
- Conducted inventory management and audits, optimizing inventory levels and reducing stock discrepancies by 15%, contributing to better financial forecasting and resource allocation.
- Oversaw payroll processing and reporting for over 50 employees, utilizing data analysis to ensure accurate payroll execution, which reduced discrepancies by 20% and improved reporting efficiency.
- Collaborated with the IT and development teams to resolve software and system issues, ensuring minimal disruption to operations and providing user feedback to help develop more efficient solutions.
- Led the implementation of new promotional campaigns and operational strategies, increasing customer engagement and driving a 12% increase in sales during key promotional periods.
- Developed and maintained standard operating procedures (SOPs) to enhance process efficiency and ensure consistency across stores, resulting in a 25% improvement in store operational performance.
- Coached and mentored new hires and team members, improving staff performance and reducing employee turnover by 30%, contributing to a more stable and skilled workforce.
- Audited operational workflows, identified bottlenecks, and worked with stakeholders to implement process improvements that reduced operational costs by 8% while maintaining high customer satisfaction levels.
- Played a key role in cost management, analyzing cost reports to identify areas for reduction, which led to a 10% decrease in operational expenses through strategic vendor negotiations and more efficient resource management.

PROFESSIONAL CERTIFICATIONS:
- Agile Product Ownership - ICAgile
- ICP Agile Certified Professional - ICAgile
- Agile Business Analyst, User Story Masterclass - Agile Academy LLC
- Atlassian Agile Project Management Professional Certificate - Atlassian
- Career Essentials in Business Analysis - Microsoft and LinkedIn

EDUCATION:

Bachelors of Business Administration
Tribhuvan University, Nepal
Relevant Coursework:
- Business Analysis and Decision-Making
- Financial Management
- Organizational Behavior
- Data Analysis and Business Intelligence
- Project Management Principles