MUKUL MEHTA

Business Analyst / Product Analyst

📍 Greater Noida West, UP

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✨ SUMMARY

Results-driven Business Analyst with over **3 years of hands-on experience** driving impactful business solutions through data-driven decision-making, agile project management, and cross-functional collaboration. Adept at analyzing complex systems, eliciting requirements, and improving processes that align with organizational goals. Passionate about **bridging the gap between business needs and technical execution**, with expertise in both operational strategy and user-centered design.

💼 EXPERIENCE

Business/Product Analyst

📍 RK Software Services, Greater Noida

📅 July 2022 – Present

Software services firm offering solutions in product development and business consulting.

Core Responsibilities:

- Conducted stakeholder interviews to define and prioritize business needs.

- Drafted BRDs, FRDs, use cases, and user stories with clear acceptance criteria.

- Developed current vs. future state process flows and identified process gaps.

- Facilitated Agile ceremonies including sprint planning, retrospectives, and daily stand-ups.

- Coordinated **User Acceptance Testing (UAT)** and issue tracking until deployment.

- Conducted **market research and competitive analysis** to inform strategy.

- Provided training and onboarding to end-users, increasing tool adoption and reducing support tickets.

Key Achievements:

- ✅ **Agile Framework Integration**: Reduced project delivery timelines by **30%**.

- ⬆️ **Market Share Growth**: Research and insight led to **20% increase** in market share.

- 😊 **User Satisfaction Increase**: Led training efforts that boosted satisfaction by **15%**.

- ⚖️ **Process Efficiency**: Streamlined workflows to drive **25% operational improvement**.

Projects:

- **HRMS**: Designed and implemented modules for payroll and employee data management.

- **E-commerce Platform**: Enhanced UX leading to higher engagement and conversion rates.

- **REMS**: Digital transformation of real estate tracking and client communication.

- **Suspense Payment Management**: Enabled better audit and financial reconciliation.

🎓 EDUCATION

Bachelor of Computer Applications (BCA)
🏫 Himalayan Garhwal University, Uttarakhand
📅 June 2020 – June 2022

🛠️ SKILLS

🔷 **Business Analysis & Methodologies**

- Agile (Scrum, Kanban), Waterfall, Business Process Modeling, GAP Analysis

- Requirement Elicitation, Stakeholder Engagement, Use Case Documentation

🔷 **UI/UX & Design Tools**

- **UI Design**, Wireframing, Prototyping, UX Workflow Mapping

- Figma, Draw.io, GraphGPT

🔷 **Testing & QA**

- UAT Coordination, Test Plan Creation, Functional Testing c

◆ **Product & Team Collaboration Tools**

- Jira, Confluence, Mentis

◆ **Data Analysis & Reporting**

- SQL (Queries, Joins, Filtering), MS Excel (Pivot Tables, VLOOKUP), Market Research

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🌍 **LANGUAGES**

- IN **Hindi** – Native

- GB **English** – Proficient