

# Ganesh Mahendra Pathak

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## PROFESSIONAL SUMMARY

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Strategic Business Analyst with experience in **Retail and BFSI** domains. Skilled in **requirements elicitation, backlog management, user-story creation, Agile/Scrum**, and facilitation of **sprint planning and stakeholder workshops**. I am proficient in **JIRA, Power BI, SQL**, and adept at preparing **BRDs/FSDs** and supporting **SIT/UAT**. Knowledgeable in **CSPO, CSM, IIBA standards, Lean Management, and Six Sigma**, delivering data-driven solutions and measurable business outcomes. My goal is to combine Agile practices and stakeholder facilitation to prioritize high-value features, improve user experience, and drive product adoption.

## SKILLS

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Requirements elicitation, stakeholder management, BRD/FSD documentation, user stories and acceptance criteria, use cases, gap and impact analysis, and backlog prioritization. Experienced in Agile/Scrum ceremonies, sprint planning, UAT planning and coordination, test-scenario design, and defect tracking. Proficient in SQL for querying and data validation, BI and data-visualization tools (Power BI, Tableau), UML and Python. Skilled in process modeling and collaboration tools including Bizagi (BPMN), Draw.io, MS Visio, JIRA, Confluence, Trello, and other modern BA/project management platforms.

## EXPERIENCE

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### Dr. D. Y. Patil Unitech Society

10/2024 - Present

*Program Coordinator – (CRM Solutions)*

- Leading CRM implementation by gathering requirements, designing workflows, and preparing BRDs/FSDs/user stories.
- Coordinating with development and QA teams to build modules, validate functionality, and ensure smooth SIT/UAT execution.
- Overseeing CRM rollout, tracking improvements, and aligning stakeholders to ensure effective system adoption.
- Defining automation rules, data structures, and reporting frameworks to optimize CRM processes.
- Managing change requests, prioritizing enhancements, and ensuring timely delivery of CRM updates.

### Acidaes Solution Pvt Ltd

04/2024 - 09/2024

*Consultant*

- Served as a CRM Consultant in the BFSI domain, leading requirements gathering, user story writing, and backlog management for CRM solution enhancements
- Collaborated with stakeholders to translate business objectives into technical specifications, enabling seamless CRM customization and integration.
- Facilitated Agile ceremonies including sprint planning and daily stand-ups using JIRA, ensuring smooth collaboration in a remote Agile setup.

### Aarav Global Products & Services Pvt Ltd

01/2024 - 03/2024

*Business Analyst*

- Defined and maintained the product backlog, authored user stories, and participated in backlog grooming sessions to ensure development aligned with business priorities.
- Worked closely with cross-functional teams including developers, QA, and data analysts, ensuring smooth Agile delivery using JIRA.

### Reliance Jio Platform Ltd

12/2021 - 12/2023

*Assistant Manager*

- Ensure stakeholder requirements through test planning and execution in SIT, UAT, A/B testing, and multivariate analysis
- Bridge technical and business needs by aligning test scenarios for seamless SIT & UAT execution. Lead end-to-end testing, from requirement validation to defect resolution.
- Align testing with business goals, optimizing processes with warehouses and vendors.
- Lead end-to-end testing, from requirement validation to defect resolution.

**Arron Services****08/2017 - 11/2020***Business Analyst*

- Conducted comprehensive data analysis using tools like Microsoft Power BI to identify areas for process optimization, efficiency improvement, and revenue maximization
- Developed detailed use cases and workflow diagrams to illustrate system functionality and business rules for development and testing teams.
- Led backlog grooming and prioritization to manage scope and deliverables based on business value and resource availability.

**EDUCATION**

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**Master of Business Administration****07/2015 - 07/2017**

Ashoka Business School (University of Pune)

**07/2010 - 07/2013****Bachelor of Computer Applications**Ashoka Center For Business &  
Computer Studies (University of Pune)