

Shriram Sharma

Business Analyst

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SUMMARY

Business Analyst with 5+ years of experience delivering ERP and mobile-based solutions in the restaurant and retail domain. Skilled in requirements analysis, process optimization, UI/UX revamps, API validation, data analysis, and stakeholder collaboration. Experienced in BRD/FRD creation, Agile/Scrum delivery, UAT, integration testing, and post-implementation support. Strong technical background in SQL, Power BI, API testing, and product analytics.

EXPERIENCE

Business Analyst

ANR Software Pvt. Ltd.

Oct '20 — Present

Noida, India

- Led end-to-end requirement gathering, impact analysis, BRD/FRD documentation, and functional design for ERP and mobile products.
- Conducted UAT, regression, integration testing, and defect triage to improve product stability and release quality.
- Executed product performance and behavioral analysis using SQL and Power BI to support data-driven decisions.
- Facilitated Agile ceremonies and served as Scrum Master during transition to Scrum, improving delivery velocity.
- Managed stakeholder discussions, scope alignment, change requests, feature prioritization, and cross-team communication.
- Redesigned ERP modules and supported rollout across **2,500+ restaurant locations**, improving usability and adoption.
- Delivered app analytics insights (downloads, churn, usage, feedback) that drove a **100% increase in app downloads**.
- Strengthened Mobile Notification API strategy, boosting user engagement by **20%**.
- Led requirements and solution design for the Carrols initiative, increasing operational efficiency by **25%**.
- Achieved a 98% defect detection rate, reducing post-release issues by 20%.

SKILLS & INTERESTS

Business Analysis: Requirements Gathering, BRD, FRD, Use Cases, Gap Analysis, Process Mapping

Data & Testing: SQL, Power BI, A/B Testing, UAT, Integration Testing, Regression Testing, API Testing

Product & Delivery: Agile/Scrum, Sprint Planning, Release Notes, Wireframe, UML/ERD

Collaboration: Stakeholder Management, Client Interaction, Cross-functional Alignment

Technical: SQL, JIRA, Figma, Trello, Mantis, MS Office

PROJECTS

eRS (Electronic Restaurant Services):

- Led requirements, solution design, and deployment for Labor, HR, and Sales modules across **1,000+ Chipotle & JITB stores**.
- Improved deployment cycle with structured manual, integration, and regression testing.
- Created mockups, SOWs, and stakeholder updates for seamless change management.

Carrols Restaurant Group:

- Executed onboarding and requirements alignment that elevated customer satisfaction by 25%.
- Ensured quality through targeted testing, achieving **98% defect detection** and enabling smoother post-implementation performance.

AWARDS & ACHIEVEMENTS

Employee Of The Month

ANR Software Pvt. Ltd.

Dec '23

Employee of the Month for leading end-to-end onboarding of the Carrols client from initiation to pilot and production.

EDUCATION

B.Tech. in Computer Science and Engineering

Amity University Rajasthan

Aug '16 — Jun '20

Jaipur, India