

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
<ul style="list-style-type: none">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