UTKARSH MESHRAM

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PROFESSIONAL SUMMARY

Business Analyst with 1.4+ years of experience delivering project-driven operational improvements through structured problem understanding, stakeholder interviews, and process design. Strong exposure to requirements elicitation, process mapping, SOP creation, and implementation validation across CRM and ERP environments. Known for translating business needs into clear, implementable workflows and system requirements, and for working closely with operations and finance teams in Agile, iterative delivery environments.

PROFESSIONAL EXPERIENCE

Business Analyst | Dhaninfo Pvt. Ltd. | Sep 2024 – Present | Nagpur

- Conducted requirements elicitation through stakeholder interviews, process walkthroughs, and gap analysis to understand operational challenges and improvement opportunities.
- Translated business needs into Business and Functional Requirement Documents (BRD / FRD), ensuring clarity, traceability, and alignment with operational objectives.
- Designed and documented process maps, SOPs, and operational workflows to standardize execution and enable scalable operational setups.
- Coordinated project implementation activities across operations, finance, and IT teams, ensuring requirements were accurately reflected in system and process changes.
- Performed post-implementation validation and operational checks to confirm workflows, reports, and controls were functioning as intended prior to business sign-off.
- Executed User Acceptance Testing (UAT) for reporting and workflow enhancements, validating outputs and facilitating issue resolution.
- Served as functional point-of-contact for Aspire CRM, managing workflow configuration, issue triage, and process stabilization.
- Contributed to Acumatica ERP–based workflows related to operational execution, invoicing, payments, and reconciliation, ensuring alignment between process design and system behavior.
- Worked within an Agile, iterative delivery model, enabling incremental improvements based on stakeholder feedback and evolving requirements.

CORE COMPETENCIES

Requirements Elicitation & Stakeholder Interviews • BRD / FRD Documentation • Process Mapping & Workflow Design • SOP Development & Operational Standardization • Project & Implementation Coordination • UAT & Post-Implementation Validation • Cross-Functional Coordination • Agile / Iterative Delivery • CRM & ERP Functional Support

TOOLS & PLATFORMS

Advanced Excel (Automation, VBA) • Power Automate • SQL • Power BI • Aspire CRM • Acumatica ERP • Microsoft 365 Tools (Outlook, Visio)

EDUCATION

Bachelor of Engineering - Electrical Engineering
St. Vincent Pallotti College, Nagpur | CGPA: 8.3

CERTIFICATIONS

Microsoft Power BI Certification | Exploratory Data Analysis in Excel | Introduction to SQL | JPMorgan Excel Job Simulation (Forage)