UTKARSH MESHRAM

Nagpur, India | 9370579738 | utkarshmeshram0211@gmail.com | linkedin.com/utkarsh | github.com

PROFESSIONAL SUMMARY

Business Analyst with 1.4+ years of experience delivering project-driven operational improvements through structured problem understanding, stakeholder interviews, and process design. Work directly with client stakeholders to understand business processes, define requirements, and support end-to-end implementation across CRM and ERP environments. Known for translating business needs into implementable workflows and system requirements and supporting implementation and process improvements in client-facing environments.

PROFESSIONAL EXPERIENCE

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

- Led client-facing requirements elicitation and gap analysis to identify operational challenges and define structured process and system improvements.
- Translated business needs into Business and Functional Requirement Documents (BRD / FRD), ensuring clarity, traceability, and alignment with operational objectives.
- Designed process maps and SOPs to standardize workflows, improving execution clarity and reducing process inconsistencies across teams.
- Coordinated end-to-end implementation activities with client teams, ensuring accurate system configuration and smoother workflow adoption.
- Performed post-implementation validation and data integrity checks to confirm workflows, reports, and controls were functioning accurately prior to business sign-off.
- Served as functional point-of-contact for client-facing Aspire CRM implementations, supporting workflow configuration, issue resolution, and process stabilization.
- Supported Acumatica ERP–based workflows related to operational execution, invoicing, payments, and reconciliation, ensuring requirements were accurately reflected in system configurations.
- Advised stakeholders on process improvements and workflow redesign decisions to improve execution clarity and system alignment.

CORE COMPETENCIES

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

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)