Chandranath Debnath

Business Analyst | Agile Delivery | Project Coordination

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Professional Summary

Business Analyst with 7+ years of experience delivering IT and business transformation projects across healthcare, BFSI, and retail. Proven expertise in requirement gathering, stakeholder management, process analysis, and Agile delivery. Adept at translating business needs into functional solutions through BRDs, FRDs, SQL-driven insights, and dashboard reporting. Skilled in coordinating cross-functional teams, sprint planning, and facilitating UAT—laying a strong foundation for future project management leadership.

Core Competencies

Business Analysis & Requirement Gathering | Stakeholder Engagement & Communication | Agile & Waterfall Methodologies | BRD, FRD, Process Mapping | Data Analysis (SQL, Excel, Tableau) | UAT & Test Case Design | Jira, Confluence, MS Office Suite | Project Coordination & Reporting | Domain Knowledge: Healthcare, BFSI, Retail, Logistics

Professional Experience

- IT Personnel (Business Analyst aligned role) | NHM Healthcare IT Projects, Govt. of WB via Webel/Emdee Digitronics

Dec 2021 – Present

- Led requirement analysis and documentation (BRD, FRD) for state-wide healthcare IT platforms.
- Coordinated Agile ceremonies including sprint planning, backlog grooming, and review sessions.
- Implemented dashboards and SQL queries to track adoption metrics across 10,000+ health centers.
- Facilitated UAT with doctors, administrators, and technical teams, reducing defects by 20%.
- Key Projects: Swasthya Ingit Telemedicine, Ayushman Arogya Mandir, State Monitoring & Information Systems (SMIS, SKMIS).

- Business Analyst | Bharat Software Solutions (Remote, BFSI Sector)

Apr 2018 – May 2021

- Acted as liaison between cooperative banks and dev teams, translating user needs into ERP functionalities.
- Drafted functional specifications, process flows, and user stories for BFSI solutions.

- Monitored Jira backlog and sprint progress, improving delivery predictability by 15%.
- Trained 50+ staff during ERP rollout, ensuring smooth adoption.
- Produced MIS reports to assess feature effectiveness and system usage trends.

- Senior Executive (IT Operations in Retail) | Kurlon Enterprise Ltd

Jul 2015 – Mar 2018

- Supported ERP enhancements for retail and franchise operations based on competitor analysis.
- Collaborated with IT vendors to deliver system improvements, reducing downtime by 10%.
- Assisted in marketing campaigns (ATL/BTL) and represented the brand at international expo (Kathmandu).

- Earlier Roles (2012–2015)

Logistics and Operations roles across IT and manufacturing, building foundational experience in supply chain systems, vendor management, and reporting.

Education

MBA (Systems & Operations + Marketing), North Bengal University, 2012

B.Tech in Information Technology, West Bengal University of Technology, 2009

Certifications

• Google Project Management Initiation, Planning, & Execution (Coursera)

• Atlassian Jira Fundamentals (Coursera)

• ServiceNow IT Leadership Professional Certificate (LinkedIn)

• Q-Spiders, Bangalore – Software Testing, SQL, Agile

• Oracle 9i Training – WEBEL Kolkata

Technical Skills

Jira | Confluence | SQL | Tableau | Excel | Selenium | MS Office Suite | Agile | SDLC | UI/UX | Market Research | Roadmapping | A/B Testing