

Dharmendra Kumar Saini

Business Analyst

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SUMMARY

Strategic and impact-driven Business Analyst with **3+ years** of experience in the IT/ software industry, specializing in API analysis, process automation, and scalable web application integrations. Skilled in designing, testing, and optimizing REST APIs for HR, hiring, and payroll systems. Well-versed in requirement gathering, stakeholder communication, and leading cross-functional collaboration to drive digital transformation. Experienced in **Agile/Scrum frameworks, API testing, and data-driven decision-making**. Strong stakeholder management and client interaction skills, with a proven ability to translate complex business needs into effective IT solutions that enhance efficiency and scalability.

SKILLS

Technical Skills Microsoft Excel, API Integration, Manual Testing, UI Design, API Analysis, Troubleshooting, API Testing (Postman), UAT, MS Office

Project Management JIRA, Trello, Open project, Mantis, Client & Stakeholder Engagement, Strategic Communication

Data Analysis SQL, Power BI, Excel (Pivot Tables, VLOOKUP)

Software Proficiency Windows

Frameworks and Methodologies Scrum Master, Agile, SDLC, Agile/Scrum Methodologies

Communication English, Hindi

WORK EXPERIENCE

Business Analyst/ Associate Software Engineer

Jun '22 — Present

ANR Software Pvt. Ltd

Noida, India

- Worked on **Employee IN, Employee OUT, Payroll OUT, Employee Update, and ADP Integrations** via **REST APIs** to streamline HR and payroll processes, including hiring, employee data updates, and payroll processing for our partners (Third-party) like **ADP, Proliant, Paycor, Paylocity, and Paymaster**. These partners engaged directly with our clients like **Taco Bell, Little Caesars, McDonald's, Jack in the Box, and Golden Chick**, enabling multiple revenue streams through integrated solutions.
- Created and maintained detailed **Functional/ Business Requirement Documents (FRD & BRD)**, API workflows, and issue resolution reports to support integration and development within an **Agile/Scrum framework**.
- **Incident Resolution & Root Cause Analysis (RCA)** of integration issues, providing technical solutions, and ensuring smooth API deployments through effective collaboration with third-party partners.
- Assist in organizing and facilitating Scrum ceremonies (Daily Stand-ups, Sprint Planning, Sprint Reviews, Sprint Retrospectives).

EDUCATION

Bachelor of Technology in Mechanical Engineering, Mitrc, Alwar

Aug '15 — Jul '19

Higher Education, CPSSS, Alwar

Jun '14 — Jun '15

CERTIFICATIONS

Professional Scrum Master I, Scrum.org

Jan '25

Complete Guide to Power BI for Data Analysts by Microsoft Press, LinkedIn

May '25

PROJECTS

Partner Self service Portal, ANR software Pvt. Ltd

Noida, India

- Designed and developed a portal for third-party partners to monitor and manage integrations. The portal features a **Partner Dashboard** displaying graphical insights on live stores integrated with brands (e.g., Little Caesars, Pizza Hut, McDonald's) over the last 7/30 days, along with store details like name, address, city, and go-live date. Additionally, the **Resource Centre** enables video uploads (e.g., marketing, troubleshooting), document signing, and sharing essential updates or functionalities with partners. Achieved a **50%** reduction in support ticket queries by streamlining information access and improving self-service capabilities.

Employee In via AC, ANR software Pvt. Ltd

Noida, India

- Optimized the **Employee IN Integration** process to hire employees in Altametrics Enterprise Office via REST API. The internal layer was removed, enabling data packets received from partners to be directly processed into the Altametrics application through the **Any Connector** service, improving efficiency and reducing latency, and improving onboarding time for new employees by **30%**.

AWARDS & ACHIEVEMENTS

Recognized in ANR Software's monthly newsletter for leading the successful integration of Employee IN via AC.