

DHIRAJ BAIKERIKAR

SENIOR BUSINESS ANALYST

Contact No.: - 9699794948

E-mail: - dhiraj.baikerikar@gmail.com

LinkedIn: - [dhirajbaikerikar-22](#)

Address: - Pune, Maharashtra

Professional Summary

- Experienced **Business Analyst and Consultant** with 8+ years in **Digital Transformation**, **CRM Implementation (Zoho, Salesforce)**, and **Process Optimization**.
- Skilled in **Requirements Elicitation**, **Gap Analysis**, **AS-IS/TO-BE Mapping**, and **Stakeholder Engagement** to align business needs with technology.
- Strong expertise in **Change Management**, **Risk Assessment**, **PMO Governance**, and **End-to-End Project Delivery**.
- Proficient in **Business Intelligence**, **Data Modeling**, and **Feasibility Studies** to support strategic decision-making.
- Known for adapting quickly to **shifting priorities**, **evolving requirements**, and ensuring **quality**, **timely delivery** in dynamic environments.

Core Competencies

- | | | |
|--------------------------|--------------------------|-------------------------|
| • Business Analysis | • UAT Strategy | • Process Optimization |
| • Digital Transformation | • Agile-Scrum | • Zoho CRM & Salesforce |
| • CRM Implementation | • Stakeholder Management | • JIRA & Power BI |
| • SQL & API Testing | • BRD/FSD Documentation | • Figma Prototyping |

Technical Skills

- | | |
|--|---|
| • Documentation Tools: Office, 365. | • Prototyping Tool: Moqups, Excel, Figma. |
| • Methodologies: SDLC, Waterfall, Agile-Scrum. | • Visualization Tool: Tableau, AWS Quick Sight, Power BI |
| • Project Management Tool: JIRA, MS Project 2016. | • Databases: MS SQL Server (2008 - 2014), Sybase. |
| • Diagrammatic Tool: MS Visio | • Bug Tracking Tool: Trac, Jira, Service-Now. |
| • CRM Platforms: Zoho CRM, Zoho Desk, Salesforce | |

Work Experience

Sr. Business Analyst
[Fristine Infotech](#), Pune

March 2025 – Present

Achievements:

- Conducted **Requirements Elicitation** and **Gap Analysis** for Salesforce-to-Zoho CRM migration at **Wohr Parking Systems**, improving lead conversion by **30%**.
- Performed **AS-IS/TO-BE Process Mapping** and developed **User Stories** and **Acceptance Criteria** for 5 CRM modules integrated with SAP Cloud.
- Built a **custom service portal** via Zoho Creator, reducing ticket response time by **40%**, managing 15+ **Change Requests** during UAT cycles.
- Delivered **Cost-Benefit Analysis** for Zoho CRM and Zoho Desk for **Jio BlackRock**, automation and implemented dashboards improving transparency by **35%**.
- Facilitated **PAN India training** and post-go-live support with a **95% user adoption rate**.

Consultant
[KPMG India](#), Mumbai

May 2022 – March 2025

Achievements:

- Managed **Requirements Gathering**, **Project Charters**, **Dashboard Reports**, **Feasibility Studies**, and **UAT execution** for 47 enterprise applications at **L'Oréal India**, achieving **95% defect detection**.
- Conducted **Risk Assessment** and **Impact Analysis** for CRM integrations and migrations, ensuring system reliability and governance.
- Designed **Business Process Models** and **Requirements Traceability Matrices (RTM)** for Agile delivery at **Kirloskar Brothers Ltd**, improving efficiency by **25%**.
- Developed **Figma-based UI/UX prototypes** for **ONGC and Nayara Energy's Command Control Centre**, improving operator response by **45%**.

- Designed **Figma-based UI/UX prototypes** for **BIAL** ticketing system, improving operator response and passenger processing efficiency
- Created **digital transformation proposals** and roadmaps for **BIAL**, **TATA Steel**, and **TATA Coal**, supporting modernization initiatives.
- Supported **Metaverse testing** with Meta Quest 2.0 to enhance virtual collaboration within **KPMG's innovation lab**.

Technical Operations Associate.

Aug 2017 – May 2022

Dusane Infotech PVT LTD (Valuable Group), Mumbai.

Achievements:

- Led **JBoss migration** from **JBoss 5** to **JBoss 14 (Wild-Fly)** for **Obiri Lotto**, performing **Risk Assessment** and **Change Management** to ensure zero downtime and **35% performance gain** and integrating **200+ Android terminals**.
- Executed **API testing**, **SQL validation**, and **Data Modeling** for system upgrades, ensuring compliance and scalability.
- Implemented customized **web and terminal applications** for **Mercury International**, enhancing uptime to **99.5%** and satisfaction by **40%**.
- Developed **UAT test scenarios**, **Acceptance Criteria**, and coordinated **cross-functional teams**, reducing defects by **25%**.
- Created **BRDs**, **FSDs**, and **Process Flow Diagrams** aligned with business objectives and traceable through full project lifecycle.
- Conducted **API testing (POSTMAN)** and **SQL-based functional validation** for **Game-Tec Labs Inc.**, ensuring product stability and compliance.
- Streamlined **Agile sprint management** through JIRA, improving productivity by **30%**, and reduced support queries by **25%** via training and process documentation.
- Delivered **end-to-end SDLC projects** involving **Requirement Analysis**, **Functional Solution Design**, and **Process Optimization** for global clients.

Domain Expertise

- | | | |
|---|-------------------------------|------------------------|
| • Manufacturing & Automotive | • Financial Services | • Oil & Gas |
| • FMCG & Retail | • Gaming & Lottery | • E-commerce |

EDUCATION

- **Bachelor of Computer Applications**, Pune Board, 2014.

Certifications

- **Complete Guide to Power BI for Data Analysts** by Microsoft Press, Dec 2024
- **Career Essentials in Business Analysis** by Microsoft and LinkedIn, Dec 2024
- **SQL Essential Training** by LinkedIn and NASBA, Nov 2024
- **Career Essentials in GitHub Professional Certificate** by GitHub and LinkedIn, Nov 2024
- **Atlassian Agile Project Management Professional Certificate** by Atlassian and LinkedIn, Jan 2024
- **Power BI Essential Training** by NASBA and LinkedIn, Jan 2024
- **Advanced Certified Business Analyst**, at Business Analyst Training Institute Feb 22.