

Anup Karhale

Business Analyst

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SUMMARY

IT Business Analyst with 8 years of combined experience in business analysis, product operations, and sales. Skilled in gathering requirements, creating BRDs/FRDs, writing user stories, and supporting Agile teams. Strong in process mapping, UAT, and coordinating with stakeholders to deliver effective solutions. Looking for opportunities to contribute to IT and product-driven projects.

KEY SKILLS

- Business Analysis:** Requirements Gathering, BRD/FRD, User Stories, Acceptance Criteria, Use Cases, Gap Analysis, RTM
- Agile & Tools:** Agile/Scrum, SDLC, Jira, Confluence, MS Visio, Figma, Microsoft Azure
- Documentation:** Process Maps, Wireframes, Functional Specs, SOPs, Workflow Diagrams
- Soft Skills:** Stakeholder Management, Problem-Solving, Communication, Cross-Functional Collaboration

TECHNICAL SKILLS

- Technical Skills:** SDLC, SQL, Tableau, Power BI, Excel (advanced), APIs (REST), CRM Systems (Phyzii CRM)

EDUCATION

Post Graduate Program in Business Analytics	Aug '22 - Aug '23
Loyola Institute of Business Administration	
• Percentage: 84%	
B.Sc. in Computer Science	Jun '14 - Jun '17
City College of New York	Nagpur, MH, India
• Percentage: 71%	

PROFESSIONAL EXPERIENCE

Business Analyst	Mar '25 - Sep '25
Cirrius Technologies Pvt. Ltd.	Mumbai, MH, India
<ul style="list-style-type: none">Optimized end-to-end business processes using business process modeling to achieve a 30% cost reduction & recommend scalable, ROI-driven solutions aligned with strategic goals.Formulated comprehensive BRDs, FRDs, & user stories with clear acceptance criteria using JIRA & Scrum practices, significantly boosting stakeholder satisfaction & enhancing requirement clarityChampioned Agile Scrum ceremonies utilizing JIRA & Kanban boards to significantly enhance cross-team collaboration & accelerate project delivery timelinesElevated product backlog efficiency by 30% through enhanced prioritization & management in JIRA, fostering improved transparency & collaboration among stakeholdersEnsured functional, business, & regulatory compliance standards by driving cross-functional collaboration, enhancing client trust & bolstering data securityValidated requirement accuracy & identified critical defects while orchestrating User Acceptance Testing (UAT) using JIRA to enhance final product qualityElevated operational efficiency by standardizing business processes & maintaining SOPs & product manuals using Confluence & SharePoint, fostering continuous improvement across teams.Resolved issues promptly using troubleshooting techniques & root cause analysis, significantly enhancing customer satisfaction & increasing process efficiency	
Territory Manager	Mar '24 - Feb '25
Cardio Axis Corporation Pvt. Ltd.	Mumbai, MH, India
<ul style="list-style-type: none">Accelerated market share growth by 15% through strategic sales operations of cardiovascular devices across assigned territories.Cultivated partnerships with surgeons, hospital procurement teams, & distributors, driving a 30% increase in product adoption through strategic negotiation tactics, significantly enhancing market penetration & sales revenue.Enhanced user adoption & product knowledge retention through comprehensive training & demonstrations, effectively empowering clients with increased confidence in product utilization.	

- Revamped product feedback processes & optimized supply chain operations through **seamless coordination with cross-functional teams via Microsoft Teams**, boosting customer satisfaction & enhancing sales performance
- Fostered enduring relationships with key clients, driving a **15% revenue growth** & retaining 5 long-term partnerships through strategic engagement strategies.

Territory Manager

Feb '22 - Feb '24

Owens & Minor

Mumbai, MH, India

- Expanded market share for implantable surgical devices by spearheading **sales operations** across assigned territories, utilizing targeted marketing strategies & cross-functional collaboration.
- Forged strategic partnerships with surgeons, hospital procurement teams, & distributors, driving a 20% increase in product adoption through **Salesforce utilization** & expert negotiation tactics to bolster distributor satisfaction.
- Elevated customer satisfaction by 25% through **interactive workshops & targeted post-sales support**, driving enhanced product adoption for new clients.
- Drove cross-functional collaboration to enhance forecasting & product feedback processes, resulting in a **15% improvement in forecast accuracy**.
- Nurtured client relationships that drove a **20% revenue increase** & boosted client retention through personalized communication, regular feedback initiatives, & targeted customer loyalty programs

International Sales Manager

Feb '20 - Jan '22

Meril Life Sciences

Mumbai, MH, India

- Spearheaded sales operations across multiple international markets, implementing **innovative product strategies & pricing tactics** that resulted in a 30% increase in business growth.
- Cultivated strategic partnerships with key customers including doctors, hospitals, & distributors, driving a **30% revenue increase** through tailored marketing campaigns & partnership agreements.
- Transformed internal processes by integrating multiple departments for marketing campaigns, regulatory compliance, & supply chain management, resulting in a **30% boost in sales operations** & increased customer retention rates
- Forecasted sales for 5 product lines over a 12-month period, generating performance reports & presenting insights that **increased sales by 30%** to senior management for strategic decision-making

Clinical Field Engineer

Jul '17 - Jan '20

Abbott Healthcare

Mumbai, MH, India

- Elevated patient outcomes by enhancing heart function through **expert clinical & technical support** for cardiac rhythm management devices, including pacemakers & defibrillators, leveraging in-depth knowledge of device functionality
- Facilitated training sessions for cardiologists, electrophysiology lab staff, & clinical teams on **pacemaker operation & troubleshooting techniques**, significantly reducing error rates & enhancing patient outcomes
- Applied real-time troubleshooting & cardiac device expertise during implantation procedures, **reducing complications by 25%** & enhancing post-procedure outcomes for optimal device functionality.
- Optimized device performance across product range through **cross-functional collaboration** with sales, clinical, & technical teams, resulting in a 20% enhancement in customer satisfaction

PROJECTS

Easy Car Rental Mobile and Web Application

Nov '24 - Dec '24

Business Analyst Training Institute

Mumbai, MH, India

- Requirement gathering, BRD/FRD creation, process mapping, user stories, UML, Prototyping.

Loan Origination System – Chatbot Automation

Jan '25 - Feb '25

Business Analyst Training Institute

Mumbai, MH, India

- Requirement gathering, BRD/FRD creation, process mapping, user stories, UML, Prototyping.

CERTIFICATIONS

- CSPO - Upgrad
- Advanced EXCEL - Udemy
- Power BI - Udemy