

# 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

- 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 clarity
- Championed Agile Scrum ceremonies utilizing **JIRA & Kanban boards** to significantly enhance cross-team collaboration & accelerate project delivery timelines
- Elevated product backlog efficiency by **30%** through enhanced prioritization & management in **JIRA**, fostering improved transparency & collaboration among stakeholders
- Ensured functional, business, & regulatory compliance standards by driving **cross-functional collaboration**, enhancing client trust & bolstering data security
- Validated requirement accuracy & identified **critical defects** while orchestrating User Acceptance Testing (UAT) using JIRA to enhance final product quality
- Elevated 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

- 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