

Abhishek Nagaraja, (CSPO)

Arlington, Texas, USA • work.abhishekn@gmail.com • www.abhishekn.in • linkedin.com/in/abhisheknagaraja

Detail-oriented and proactive **Business Analyst** with a strong foundation in **Requirements Elicitation**, **Process Modeling**, and **Data Storytelling**. Proven ability to support product lifecycles by translating business needs into clear **Functional Specifications** and **User Stories**. Expert in leveraging **Generative AI Tools**, **SQL**, and **Excel** to drive data-informed decision-making and optimize operational workflows.

Education

University of Texas at Arlington
Master of Science in Computer Science

Arlington, Texas, USA
Aug 2023 - May 2024

• **Master of Science in Engineering Management**

May 2024 - Current

Jawaharlal Nehru Technological University
Bachelor of Technology in Computer Science and Engineering

Hyderabad, India
Aug 2019 - July 2023

Work Experience

Program Manager Intern, University of Texas at Arlington - Texas, USA

October 2023 - October 2025

- **Orchestrated successful market entry** generating **\$120,000 revenue from 200+ vendors** for 'MavMarket', by conducting competitive analysis and executing a multi-channel vendor acquisition campaign.
- **Engineered an AI-powered Standard Operating Procedure (SOP)** that reduced workflow bottlenecks and cut **operational overhead by 40%**, using Generative AI tools to automate workflow documentation and identify critical bottlenecks in the vendor onboarding lifecycle.
- **Visualized data-driven insights** to improve stakeholder NPS by **35%**, driving User Acquisition and engagement by facilitating feedback loops and feature improvement sessions.
- **Coordinated complex logistics** achieving **100% on-time delivery**, using predictive project management tools and managing a diverse network of external vendors to align with university objectives.
- **Documented comprehensive functional specifications** and user stories to align development goals and improve **sprint velocity**, bridging the gap between technical constraints and business needs.

Business Analyst Intern, NFC Solutions Private Limited - Hyderabad, India

April 2022 - January 2023

- **Authored high-fidelity Business Requirement Documents (BRDs)** and Functional Specifications (FRDs) for 4 key completed projects, ensuring aligned cross-functional delivery between stakeholders and engineering teams.
- **Accelerated sprint velocity by 20%** as measured by burndown charts, by **mapping 'As-Is' and 'To-Be' processes** as a Proxy Product Owner and identifying critical workflow inefficiencies using Agile/Lean methodologies.
- **Secured zero post-deployment defects by rigorously executing 50+ User Acceptance Testing (UAT) scenarios** and visually mapping complex data lineages using **Visio** to ensure 100% alignment with specifications.
- **Optimized critical workflows** to reduce cycle times, by **analyzing CRM data** and e-commerce order cycles to identify efficiency gaps and proposing automation-driven solutions approved by leadership.
- **Managed the product backlog in Jira** to drive strategic feature adoption, prioritizing user stories based on stakeholder value, technical feasibility, and business impact.

Founder and Community Lead, e-DAM Community - Hyderabad, India

March 2021 - January 2025

- **Spearheaded community growth to 5,000+ members** by **engineering a Community-Led Growth engine** to drive brand awareness, performing market analysis, and building strategic partnerships with industry leaders.
- **Iterated on curriculum content** to achieve **high-value attendee satisfaction**, by collecting feedback and using **narrative data** from 200+ workshops to tailor educational material to student needs.

Projects

Thara: Multi-Agent AI Ecosystem

- **Documented detailed User Stories** and Acceptance Criteria for **11 system components** to streamline development workflows, ensuring clarity for the engineering team on complex AI interactions and reducing clarification cycles.
- **Defined rigorous Non-Functional Requirements (NFRs)** achieving **99.9% system uptime reliability**, by benchmarking scalability and latency metrics and optimizing cloud resource allocation strategies.

Google Maps: Product Teardown

- **Validated strategic opportunities** through **42 user interviews**, conducting Qualitative Research to identify "Menu Accuracy" as a critical pain point and verify feature prioritization with data-backed insights.

- **Secured strategic roadmap approval** by **presenting a compelling Business Case** via storytelling, backed by competitive analysis and user data to justify investment in a centralized menu system.

Skills and Tools

- **Business Analysis:** Requirements Elicitation, Documentation (BRD/FRD), Process Modeling (BPMN), Gap Analysis, UAT, Stakeholder Communication, **Data Storytelling**.
- **Soft Skills:** **Network Building**, **Storytelling**, Problem Solving, Critical Thinking.
- **Tools:** **Microsoft Office (Excel, Word, PowerPoint)**, **Google Workspace (Docs, Sheets)**, SQL, Power BI, Tableau, Jira, Confluence, Visio, Lucidchart, Figma.
- **AI & Tech:** **Generative AI (ChatGPT, Claude)** for Requirements Drafting, **AI-Driven Data Analysis**, SDLC, Agile/Scrum, API Concepts.
- **Methodologies:** Agile, Scrum, Waterfall.

Certification

- Certified Scrum Product Owner (CSPO)
- Google: Data Analytics Specialization
- Google: Foundation of Project Management