

# Abhishek Nagaraja, (CSPO)

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Detailed-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

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- **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

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