

NANDHU KN

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Profile Summary

Detail-oriented Business Analyst with 3+ years of experience bridging business and technology teams across healthcare and now the shipping/logistics domain. Currently engaged in ERP implementation and support for shipping operations, specialising in manual testing, Jira ticket management, UAT coordination, and end-user training for global clients. Proven ability to gather and translate business requirements into clear functional specifications, validate system workflows, and ensure smooth deployment of enterprise solutions. Skilled in SDLC and Agile methodologies, process improvement, stakeholder management, and cross-functional collaboration. Strong technical proficiency in Excel, Power BI, SQL, and data analysis to support informed decision-making and operational optimisation. Passionate about delivering high-quality, scalable solutions and supporting continuous improvement in fast-paced, international environments.

Skills

- **Business Analysis:** BRD, FRD, User Stories, Use Cases, Process Mapping.
 - **Project Management:** Agile, Sprint Planning, Backlog Grooming, JIRA.
 - **Communication:** Fluent in English, strong presentation and documentation skills.
 - **Data Analysis:** SQL, Advanced Excel (Pivot Tables, VLOOKUP, Macros).
 - **Power BI :**(DAX, Data Modelling).
 - **Testing & Validation:** UAT coordination, test case creation, defect tracking, A/B Testing.
 - **Tools:** Microsoft Office Suite, Power BI, JIRA, SQL.
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Professional Experience

Business Analyst

Hikaru Shipping Line FZCO.

Dubai, UAE

July 2025 – Present

- Supporting implementation and ongoing enhancement of ERP systems for shipping and logistics operations.
- Conducting **manual testing** of ERP modules to validate business workflows, system integrations, and data accuracy before releases.
- Managing **Jira** tickets for defect tracking, enhancements, user stories, and sprint tasks to ensure timely delivery and resolution.
- Gathering business requirements from operations, finance, and client stakeholders and translating them into detailed functional requirements and test scenarios.
- Coordinating and executing **UAT**, documenting test results, and ensuring sign-off from business users.
- Delivering **client training and system walkthroughs**, creating user guides and process documentation to support ERP adoption.
- Collaborating closely with developers, QA teams, and business users to troubleshoot issues and improve system usability.
- Assisting with process optimisation initiatives to streamline shipping workflows and improve operational efficiency.
- Providing post-implementation support and production issue analysis to ensure system stability and continuous improvement.

Business Analyst

Carelon Global Solutions.

Bangalore, India

Nov '2023 – April' '2025

- Served as the primary liaison between business stakeholders and technical teams, facilitating seamless communication for claims and policy system updates.
- Conducted gap analysis to identify inefficiencies in workflows and policies, leading to actionable system enhancements.
- Developed and maintained Business Requirement Documents (BRD) and Functional Requirement Documents (FRD), ensuring alignment with organisational goals.
- Collaborated with business units to define project scope, functionality, and deliverables, ensuring timely execution.
- Led User Acceptance Testing (UAT), creating test scenarios, validating results, and ensuring defect resolution.
- Identified system bottlenecks and proposed optimisations, resulting in a 15% improvement in processing speed and accuracy.

- Generated data-driven insights using SQL queries and visualised key metrics in Power BI dashboards for leadership reviews.
- Actively participated in Agile Scrum ceremonies, including daily stand-ups, sprint planning, and retrospectives.
- Managed project documentation in JIRA and Confluence, tracking progress and ensuring transparency across teams.
- Trained end-users on new system functionalities, enhancing adoption and reducing support queries.

Business Analyst

Simpfly3x Software Pvt Ltd.

Bangalore, India

Nov' 2022 – April 2023

- Acted as the primary liaison between business stakeholders and technical teams for process improvements.
- Analysed workflows and policies, transforming business inputs into actionable system updates.
- Created and maintained BRDs and FRDs, ensuring alignment with business goals.
- Defined scope and functionality with business units, coordinating with tech teams for seamless execution.
- Supported UAT planning and execution; validated test scenarios and ensured defect resolution.
- Identified system bottlenecks and suggested optimisations, improving processing speed and accuracy.
- Delivered reports using SQL queries and visualised insights via Power BI for leadership reviews.
- Participated in Agile ceremonies including daily stand-ups, sprint planning, and retrospectives.
- Defined functional specifications and user stories, managing updates in JIRA and Confluence.

Accountant

Himadri Retreat Cottages

Kerala, India

Jul' 2019 – Jul' 2020

- Managed full-cycle accounting: invoicing, payroll, bank reconciliations, and expense tracking for an 8-room homestay.
- Prepared monthly financial statements (P&L, balance sheets) for owner review.
- Ensured compliance with local tax regulations (GST, income tax) and filed returns on time.
- Analysed occupancy rates and pricing to recommend cost-saving measures.
- Assisted in auditing and streamlining financial processes.
- Handled vendor payments and guest billing systems.

Tools

- **Advanced Excel**
 - **SQL**
 - **Power BI**
 - **Python**
 - **R**
 - **Advanced skills in MS Office applications.**
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Academic Qualification

Master of Business Administration in Fintech

Pondicherry University

Aug 2020 – June'2022

Pondicherry, India

Bachelor of Business Administration

Kannur University

Aug 2015 – Apr 2018

Kannur, Kerala

Certifications

- **Business Analyst** certified by *Skillsoft*
- **SQL certified** by *Great Learning*
- **Certified Industrial Accountant**, certified by a *Package of Advanced Excel & Business Accounting*
- **Power BI** certified by *Great Learning*