

# PRAMOD DHAKER

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## Professional Summary

Detail-oriented Business Analyst with a strong background in data-driven decision-making, requirements gathering, and stakeholder communication. Skilled in analyzing business processes, creating data visualizations, and supporting cross-functional teams in Agile environments. Proficient in bridging the gap between IT and business needs to drive solutions that meet organizational goals.

## Education

<b>Lakshmi Narayan College of Technology, Bhopal</b>	<i>Aug 2023 – Jul 2025</i>
Master of Computer Application (MCA) CGPA: 8.13	
<b>Govt. Nirbhaya Singh Patel Science College, Indore</b>	<i>Aug 2020 – Jun 2023</i>
Bachelor of Computer Application (BCA) Percentage: 59.47	
<b>Saraswati Shishu Vidhya Mandir, Singoli</b>	<i>2020</i>
Madhya Pradesh Board of Secondary Education, Bhopal Percentage: 79.80	
<b>Saraswati Shishu Vidhya Mandir, Singoli</b>	<i>2018</i>
Madhya Pradesh Board of Secondary Education, Bhopal Percentage: 90.20	

## Projects

<b>Customer Feedback Analysis System</b>	<i>Nov – Dec 2024</i>
• Collected and analyzed customer feedback to identify service gaps and product improvement opportunities using Excel dashboards and trend analysis.	
<b>Market Research &amp; Competitor Analysis Project</b>	<i>Feb – Mar 2024</i>
• Conducted competitor benchmarking and gathered insights using surveys and data collection tools; presented actionable reports to internal stakeholders.	

## Technical Skills

**Business Analysis:** Requirement Gathering, Use Case Modeling, SWOT Analysis  
**Data Analysis:** Excel, Power BI, SQL, Tableau (Basic)  
**Documentation:** BRD, FRD, Wireframing, Flowcharts, User Stories  
**Methodologies:** Agile, Waterfall, SDLC

## Soft Skills

Problem Solving, Communication, Leadership, Teamwork, Public Speaking

## Tools

MS Excel, Power BI, JIRA, Confluence, ChatGPT, MS Word

## Interests & Hobbies

**Areas of Interest:** Business Analysis, Data Analytics, Process Optimization  
**Hobbies:** Reading Books, Writing Poetry, Storytelling, Public Speaking, Content Creation, Gaming