Pravin Nikam
Business Analyst
[LinkedIn](#) | [Portfolio](#)

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EDUCATION

Zeal Education Society, Pune   Pune, India
MBA – Business Analytics, CGPA: 7.89   **June 2020 – April 2022**
Green Fingers College of Computer and Technology   Solapur, India
BCA, CGPA: 7.08   **June 2017 – April 2020**

PROFESSIONAL SUMMARY

Highly accomplished Senior Business Analyst with 7+ years of experience driving IT project success and optimizing business processes in Healthcare and Banking/FinTech domains. Proven expertise in end-to-end systems analysis, EDWH/ETL projects, and CRM implementation. Adept at acting as the knowledgeable bridge between business clients and technical teams, translating complex needs into actionable technical requirements (BRD/FRD/FSD). Advanced proficiency in SQL, Python, and Power BI for actionable data insights, process automation, and strategic stakeholder management.

SKILLS SUMMARY

- Technical Skills: Python, SQL, Power BI (PL300), MongoDB, Figma
- Business Analysis & Tools: Requirements Elicitation & Analysis, SDLC (Agile/Waterfall), ITSM (Blueprint), UAT Coordination, Impact Analysis, ETL Processes & Change Management
- Domain Expertise: Healthcare (ETL Project), Core Banking / BFSI (CRM & LOS)

Work Experience

Business Analyst – Associate at [Cognizant Technology Solutions](#)   **May 2023 - Present**
  o Led end-to-end business analysis for a complex ETL project for a major US-based Healthcare client (AmeriHealth Caritas), focusing on Data Warehouse and BAU operations.
  o Drafted and managed high-fidelity Functional Requirement Documents (FRD) and detailed source-to-target mapping documents for EDWH deliverables.
  o Resolved critical production failures related to data pipeline (Tidal jobs) root-cause analysis, securing business approval, and coordinating rapid deployment of fixes, ensuring continuity.
  o Leveraged SQL extensively for complex data analysis, comprehensive reporting, and data catalog entry creation to support key client metrics.
  o Managed all project workflows, including service requests, tickets, and Change Requests (RFCs) using ITSM tools (Blueprint).

Business Analyst – Assistant Manager at [Electronica Finance Limited](#)   **May 2023 - Present**
  o Functioned as BSA and team lead for a CRM portal and web/mobile marketplace application, overseeing the full SDLC from planning to UAT and end-user training.
  o Automated a manual KYC recapture process using Python, resulting in significant reduction in document search time by indexing paths into a central database.
  o Drove the successful integration of the Sales Go CRM platform with the Finn One banking application, streamlining the loan disbursement journey and resolving lead generation issues.
  o Used Figma to design, prototype, and refine user-friendly wireframes for the Raftaar mobile marketplace application.
  o Extracted records and created critical reports from MongoDB and SQL databases within the in-house CRM, which utilized Amazon S3 for data storage.

Business Analyst – Bank Officer at [IDFC First Bank](#)   **May 2023 - Present**
  o Functioned as a Business Analyst focusing on the SFDC CRM platform, quickly identifying and resolving system issues to improve lead generation efficiency.
  o Created detailed UI-level changes in Figma and produced required documentation (BRD, FRD, PRD) to facilitate clear communication for the development team.
  o Provided data-driven recommendations to regional and segment leaders through insightful reporting, supporting strategic decision-making and performance optimization.

EARLY CAREER INSIGHTS

- **MIS Executive at TSM Capital (Dec 2019 - Apr 2021):** Led a team of 8 members, analyzing and transforming raw data to provide pre-filtered customer leads to maximize conversion rates. Coordinated the end-to-end lead lifecycle.

- **Sales Executive at Calibehr & SBI Securities (Jan 2018 - Nov 2019):** Drove Credit Card and Demat account sales, utilizing SQL/CRM systems to extract and transform customer data for targeted lead generation.

CERTIFICATES

Python (Basics) | Hacker Rank | CERTIFICATE	**Mar 2022**
SQL (Intermediate) | Hacker Rank | CERTIFICATE	**Jun 2023**
MongoDB SI Associate | MongoDB | CERTIFICATE	**Jun 2025**
Microsoft Power BI PL – 300 | Microsoft | CERTIFICATE	**In Progress**