

PRAVIN NIKAM

Business Analyst | Project Coordinator

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PROFESSIONAL SUMMARY

A versatile Business Analyst with **nearly 8 years of experience** in the IT sector, specializing in end-to-end project management, data-driven analysis, and strategic stakeholder engagement. Proven expertise in the EDWH, CRM, and Banking LOS domains, with a strong track record of enhancing operational efficiency and delivering impactful solutions through business process optimization. Seeking a challenging hybrid role that leverages both analytical and project leadership skills to drive strategic initiatives.

EXPERIENCE

Business Analyst - Associate

Cognizant Technology Solutions (Pune, India) | May 2023 - Present

- Responsible for end-to-end business analysis for an ETL project with the US-based client AmeriHealth Caritas, working with both the EDWH and BAU teams.
- Drafted Functional Requirement Documents (FRDs) and detailed end-to-end mapping documents to support project deliverables.
- Managed production failures related to Tidal jobs, identifying root causes, obtaining business approvals for changes, and coordinating the deployment of enhancements and break-fixes.
- Leveraged SQL for data analysis, reporting, and Data cat entry creation.
- Utilized project management tools like Blueprint, and managed tickets, service requests, and RFCs in ITSM.
- Received the "Emerging Talent" award for effective contribution and was recognized for significant work on OHIO ODM reports.

Assistant Manager

Electronica Finance Limited (Pune, India) | Feb 2022 - Apr 2023

- Functioned as a Business Analyst and team lead for a CRM portal and the web/mobile-based marketplace application, Raftaar.
- Automated a manual KYC recapture process using Python, which indexed document paths from shared folders into an Excel file, significantly reducing search time for customer documents.
- Used Figma to create, alter, and refine wireframes for the Raftaar marketplace application, ensuring a user-friendly and intuitive design.
- Oversaw the entire software development lifecycle (SDLC), from drafting requirement documents (BRD, FRD, PRD) to coordinating UAT and conducting end-user training.
- Earned an achievement award for upholding core company values while driving project success.
- Led the integration of Sales Go CRM with the Finn One banking application, resolving lead generation issues and streamlining the loan disbursement journey.
- Worked with MongoDB and SQL databases to extract records and create reports from the in-house CRM, which utilized Amazon S3 for data storage.

Bank Officer

IDFC First Bank Limited (Pune, India) | Apr 2021 - Jan 2022

- Opened current and saving accounts for walk-in customers while consistently exceeding sales targets.
- Functioned as a business analyst on the SFDC CRM platform, identifying and resolving system issues to improve lead generation efficiency.
- Drafted UI-level changes in Figma and created detailed BRD, FRD, FSD, and PRD documents to facilitate clear communication between business and development teams.
- Generated insightful reports for regional and segment leaders, providing data-driven recommendations that supported strategic decision-making.

MIS Executive

TSM Capital (Solapur, India) | Dec 2019 - Apr 2021

- Led a team of 8 to achieve sales targets by providing data-driven guidance and training, and by ensuring a smooth onboarding process for new hires.
- Analysed and transformed raw data to provide team members with high-quality, pre-filtered customer leads for specific regions, maximizing their conversion rate.
- Coordinated the end-to-end lead lifecycle, from data provision to final closure, and collaborated with subsequent processing teams to ensure timely and accurate handoff.

Executive

Caliber HR (Pune, India) | Jan 2018 - Nov 2019

- Drove credit card sales and cross-selling by engaging with pre-qualified customers, effectively communicating product benefits to secure new accounts.
- Generated daily sales reports using Excel, providing key insights to management for performance tracking and strategic planning.
- Utilized SQL and CRM systems to extract and transform customer data, identifying eligible account holders and generating leads to support sales targets.

EDUCATION

❖ Master's in Business Analytics

May 2020 – Apr 2022

Zeal Institute of Business Administration, Computer Application & Research (Pune, India)

CGPA: 7

❖ Bachelor's Computer Applications

May 2017 – Apr 2020

Green Fingers College of Computer & Technology

CGPA: 7

SKILLS

- **Business Analysis:** Requirement gathering, BRD/FRD creation, Gap analysis, Cost-benefit analysis, Figma, UI/UX Design, SFDC, Business Process Optimization
- **Data Analytics:** SQL, Python, Power BI, Tableau, Excel (VBA, Pivot Tables), Data Modelling, MIS Reporting, MongoDB, Data cat
- **Project Management:** Agile, SDLC, ITSM, UAT coordination, post-deployment validation, Blueprint, Tidal
- **Domain Expertise:** Healthcare ETL, CRM Systems (Salesforce, Sales Go), Banking LOS, Salesforce
- **Stakeholder Engagement:** Cross-functional collaboration, Feasibility studies, Risk mitigation

CERTIFICATIONS

- Microsoft Power BI – Microsoft, 2025
- Intermediate SQL – Hacker Rank, 2024
- Data Analysis with R – Coursera, 2023
- Agile Methodologies Virtual Experience – Cognizant, 2023