

CONTACT

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OBJECTIVE

Business Analyst with 3+ years of experience in requirement gathering, process analysis, and enterprise application implementation. Strong background in statistics and data analytics with hands-on experience in stakeholder management, UAT, dashboarding, and system rollouts. Proven ability to translate business needs into functional solutions and support data-driven decision-making. Seeking Business Analyst roles in Germany.

EXPERIENCE

Jul 2024 - Feb 2025

- **Implementation Business Analyst**

CUFA India Private Limited – Kochi, India

*Collaborated with internal and external stakeholders to gather, analyze, and document business requirements for health management software solutions.

*Translated business needs into functional requirements through process analysis, workshops, and client consultations.

*Created workflow diagrams, user stories, and use-case documents to support development and implementation teams.

*Coordinated cross-functional teams (developers, testers) using Jira, ensuring timely delivery of project milestones.

*Conducted unit and integration testing to validate system functionality and quality.

*Delivered client training and post-implementation support, improving system adoption and operational efficiency.

Sep 2021 - Mar 2024

- **Business Analyst**

IIFL Samasta Finance Limited – Bengaluru, India

Route Optimization Project:

*Led pilot implementation across 20 branches, ensuring successful rollout and operational adoption.

*Acted as primary liaison between business teams and vendors to ensure alignment on requirements and timelines.

*Designed MIS formats, deviation reports, and dashboards to track project performance and support management decisions.

*Monitored KPIs and identified improvement areas using data analysis.

Zoho Applications Implementation:

*Managed end-to-end implementation of Zoho applications, including requirement gathering, automation, testing, deployment, and support.

*Implemented and enhanced automation modules such as Visitor Register, Data Collection, Demand Tracker, Incident Management, and HR systems.

*Generated monthly analytical reports for senior management using Zoho Analytics.

*Conducted user training and provided ongoing support to ensure smooth adoption.

MAVRC – Business Monitoring Application:

*Oversaw development and rollout of a business monitoring application used by multiple departments (business, credit, audit, HR).

*Coordinated with vendors to deliver new features for web and mobile applications.

*Conducted User Acceptance Testing (UAT) and validated new functionalities before production release.

*Prepared productivity and usage reports and trained users on new features.

EDUCATION

2021

- Post Graduate Program in Data Analytics Imarticus Learning, Bengaluru, India

2020

- Master of Science (MSc) in Statistics St. Joseph's College Devagiri, Calicut, Kerala, India

2018

- Bachelor of Science – Mathematics & Computer Science Mary Matha Arts & Science College, Wayanad, Kerala, India

LANGUAGES

- English – Fluent, German – Currently Learning (B1)

CERTIFICATIONS & AWARDS

- Gaurav Spot Award, Q4 FY 2021–22 – IIFL Samasta Finance Limited

TOOLS & TECHNOLOGIES

- *Analytics & BI: Power BI, Zoho Analytics
- *Data & Reporting: SQL, Excel (Advanced), Python
- *Project Tools: Jira
- *Applications: Zoho Suite
- *Documentation: Workflow Diagrams, User Stories, SOPs

KEY COMPETENCIES

- *Business Requirement Analysis (BRD, FRD)
- *Stakeholder Management & Client Communication
- *Process Mapping & Workflow Design
- *User Stories & Use Case Documentation
- *User Acceptance Testing (UAT)
- *MIS Reporting & KPI Dashboards
- *Data Analysis & Business Insights