

Mandar Karande

Business Analyst (willing to Relocate)

CONTACT

9561355970

karandemandar180@gmail.com

Satara, Maharashtra

SKILLS

Technical Skills

Problem Solving | SDLC | Agile Methodology | Requirement Gathering | Stakeholder Management | BRD | FRD | Team Mentoring | Project Planning | CRM | Excel | power BI | Share point

Non Technical

Adaptable | Problem Solving | Effective client service | Conflict resolution

SUMMARY

Seasoned Business Analyst offering 8 years of E-Governance & production industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision-making.

WORK EXPERIENCE

Business Analyst Sep 2017 - Sep 2023

S2 Infotech International Pvt Ltd, Satara

- Managed Rollout of Building Plan Management System (BPMS) **ERP** for 7 **Municipal councils** in Sitara District.
- Served as primary liaison between **software customers and development team**, relating feedback and concerns for future patch cycles.
- Streamline and optimized E-Governance ERP usage for ULB level non-site teams, implements process improvements that **reduced error rates by 25%** and increased **data accuracy by 30%**
- Consulted with clients** to align future software development with **optimization strategies**.
- Generated Drafting **Business Requirements Documents (BRD)** that outline customers' needs, objectives, and constraints.
- Produced Functional **Requirements Documents (FRD)** to clearly define the functionality, features, and behavior of ERP Solution
- Proctored **training via in-person** and online venues for Architects , Draftsman & Municipal Town Planning Department employees.
- Provided **User Acceptance testing** for pre-release software through **alpha and beta cycle development** channels.
- Offered software-related **technical support** through various communications channels, including In person , Online Support through **Google Meet & Microsoft Teams**.
- Generated regular **alerts and troubleshooting** in coordination with BPMS state team of MAHA-IT.
- Conducted **Weekly Governance Meeting** with District HOD and generated various **MIS reports** as per Business Processes.

Technical Support Engineer

Jun 2015 - Sep 2017

Genus It Solution

- Implemented a web-based **ERP management** system for Dairy management, automating accounting and production processes.
- Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
- Developed a centralized database for seamless access to department details and facilitated generation of **MIS reports**.
- Leading integration of various modules including **HRMS, Payroll, Finance , Inventory, Procurement**.
- Documented reported faults and bugs for referral to development staff's use in iterative updates.
- Aligned office departments and increased inter-department **communication** and data sharing.
- Performed **root cause analysis** of reported issues to decisively discern and enact corrections.
- Maintained **response times** in compliance with internal policies to support business continuity.
- Followed up with clients to verify optimal **customer satisfaction** following support engagement and **problem resolution**.

EDUCATION

MCA: Computer Application
Shivaji University, Kolhapur

Jul 2012 - Jun 2015

CERTIFICATIONS

Prince 2 Agile Foundation and Practitioner
Certified