

# AKSHAR NARENDRA KUMAR

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## SUMMARY

Business Analyst with 6 years of experience translating business needs into scalable technology solutions through requirements gathering, stakeholder management, business process analysis, and Agile delivery. Skilled in developing User Stories, Acceptance Criteria, BRDs, FRDs, BPMN process models, process mapping, gap analysis, and business process improvement, while collaborating with cross-functional teams to deliver successful software implementations. Proficient in SQL, Power BI, Tableau, Advanced Excel, Jira, Confluence, REST APIs, Postman, and JSON for data analysis, dashboard development, system integration, and User Acceptance Testing (UAT). Experienced in leveraging ChatGPT, Microsoft Copilot, and AI-assisted business analysis to streamline documentation, improve stakeholder communication, and accelerate business analysis deliverables across enterprise environments.

## SKILLS

- **Business Analysis:** Requirements Gathering, Stakeholder Management, User Stories, Acceptance Criteria, Business Process Analysis, Gap Analysis, Process Mapping (BPMN), BRD, FRD, Requirements Traceability Matrix (RTM)
- **Data Analysis & Querying:** SQL (Joins, CTEs, Window Functions, Query Optimization), Advanced Excel (Pivot Tables, XLOOKUP, Power Query), Data Validation, Root Cause Analysis
- **Reporting & Visualization:** Power BI, Tableau, Dashboard Design, KPI Reporting, Data Visualization
- **Agile & Project Delivery:** Agile (Scrum), Jira, Confluence, Sprint Planning, Backlog Grooming, User Acceptance Testing (UAT), SDLC
- **API & System Integration:** REST APIs, JSON, Postman
- **AI & Productivity Tools:** ChatGPT (GPT-4/5), Microsoft Copilot, Prompt Engineering, AI-Assisted Business Analysis
- **Tools & Collaboration:** Microsoft 365, Google Workspace, Git

## WORK EXPERIENCE

### PPG Group

Feb 2026 - Present

#### Business Analyst

- Led the Operational Excellence Analytics Platform project by partnering with business stakeholders to elicit and prioritize business requirements, facilitating discovery workshops, and translating business needs into Epics, Features, and User Stories, accelerating project delivery by 30%.
- Designed end-to-end business process models using BPMN, conducted Value Stream Mapping, Impact Analysis, and Root Cause Analysis, identifying process improvement opportunities that reduced operational cycle time by 22%.
- Developed executive Power BI dashboards and KPI scorecards by integrating data from multiple enterprise systems, enabling data-driven decision-making and improving reporting accuracy by 28%.
- Managed requirements throughout the Software Development Life Cycle (SDLC) by maintaining the Requirements Traceability Matrix (RTM), facilitating backlog refinement sessions, supporting release planning, and ensuring complete alignment between business objectives and technical deliverables.
- Collaborated with solution architects, developers, and QA teams to define REST API integration requirements, validate data mappings using Postman and JSON, and support functional, integration, and User Acceptance Testing (UAT) activities before production deployment.
- Championed AI-assisted business analysis by leveraging ChatGPT, Microsoft Copilot, and prompt engineering to accelerate requirement documentation, improve stakeholder communication, and streamline business analysis deliverables.

### Honeywell

Jul 2025 – Dec 2025

#### Business Analyst Intern

- Contributed to the Enterprise Operations Intelligence Platform project by eliciting business requirements from cross-functional stakeholders, documenting Epics, User Stories, Acceptance Criteria, and Functional Requirements, helping reduce requirement rework by 25%.
- Analyzed manufacturing and operational datasets using SQL, Power BI, and Microsoft Excel to identify process bottlenecks, develop KPI dashboards, and support data-driven decision-making, improving reporting efficiency by 35%.
- Facilitated Agile ceremonies including backlog refinement, sprint planning, and requirement walkthroughs, maintained Jira and Confluence artifacts, and partnered with QA teams to coordinate User Acceptance Testing (UAT), achieving 95% first-pass business validation.
- Evaluated REST APIs using Postman and JSON, verified end-to-end data flow between enterprise applications, and documented functional, integration, and system testing results to support successful production releases.
- Leveraged ChatGPT, Microsoft Copilot, Visio, and Lucidchart to create process maps, workflow diagrams, meeting documentation, and business analysis artifacts while supporting continuous process improvement initiatives.

### Blue Dart

Jan 2020 – Dec 2024

#### Business Analyst

- Supported the Logistics Operations Analytics Platform project by gathering business requirements from operations and customer service teams, documenting User Stories, Business Requirements Documents (BRDs), and Acceptance Criteria, contributing to a 20% reduction in requirement clarification requests.

- Collaborated with business stakeholders to analyze logistics workflows, performed Gap Analysis and Business Process Mapping (BPMN), and recommended process improvements that reduced manual handoffs by 15%.
- Created SQL queries and Advanced Excel reports using Pivot Tables, XLOOKUP, and Power Query to validate shipment and operational data, improving reporting accuracy by 18%.
- Assisted Product Owners during Agile Scrum ceremonies by refining user stories, maintaining the Jira backlog, updating Confluence documentation, and tracking requirements through a Requirements Traceability Matrix (RTM).
- Validated REST APIs using Postman and JSON to verify data exchange between internal logistics applications and customer-facing shipment tracking systems, ensuring successful system integration.
- Developed interactive Power BI dashboards to monitor delivery performance, shipment trends, and operational KPIs, reducing manual reporting effort by 40%.
- Coordinated User Acceptance Testing (UAT) by preparing test cases, documenting defects, validating business requirements, and supporting successful production releases with minimal post-deployment issues.
- Leveraged ChatGPT, Microsoft Copilot, and prompt engineering techniques to prepare requirement documentation, meeting summaries, and process documentation, improving documentation productivity by 30% while maintaining consistency across project artifacts.

## PROJECTS

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### Sales Performance Intelligence Dashboard

- Analyzed sales data using SQL, Advanced Excel, and Power Query to identify revenue trends, regional performance, sales forecasting opportunities, customer demand patterns, and business growth insights.
- Designed executive dashboards in Tableau to visualize KPIs, support strategic sales planning, track performance metrics, enable executive reporting, and drive data-driven business decisions.

### Executive KPI Reporting Solution

- Gathered executive reporting requirements and translated them into interactive business dashboards, defining KPI metrics, reporting standards, and stakeholder reporting needs.
- Created Power BI scorecards to monitor operational performance and executive KPIs, delivering actionable insights through interactive visualizations and automated reporting dashboards

## EDUCATION

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**Master of Business Administration (MBA) – Business Data Analytics**

**Dec 2024 – Dec 2025**

Edgewood University, Madison, WI