



Rajan Garg

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Professional Summary

Business Analyst with 3 years of experience delivering CRM and KYC solutions, specializing in requirements gathering, gap analysis, and stakeholder management. Proven ability to lead crossfunctional teams, streamline processes, and translate business needs into scalable technical solutions. Skilled in Agile practice with hands-on experience in tools like Jira, Visio, Figma, and basic knowledge of Python, MySQL, and MERN stack. Adept at gathering and analyzing business requirements, performing gap analysis, and translating client needs into functional specifications. Proven track record in leading cross-functional teams, driving product development from inception to deployment, and optimizing business processes through strategic thinking and data-backed decisions.

Professional Experience

Business Analyst

Meon Technologies, Noida

Project Name- Unified KYC Platform Development and Migration (SAAS Product)

Duration- Feb 2024 – Mar 2025

Skills & Tools: Python, MySQL, MERN Stack, Jira, Trello, Visio, Figma, MS Office, Google Suite

Description:

Led the delivery of a unified KYC (Know Your Customer) SaaS platform by integrating multiple KYC products, resulting in a 2x improvement in implementation speed. Oversaw the migration of 100+ client projects onto the new platform.

Responsibilities:

- Led the end-to-end delivery of a unified KYC SaaS platform by integrating multiple products into a single scalable system.

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- Gathered and analysed business requirements from diverse clients and translated them into actionable user stories and technical documentation.

Collaborated with cross-functional teams to plan and execute the migration of 100+ client projects with minimal disruption.

- Developed process flow diagrams and wireframes using Draw.io and Figma to support development planning and validation.
- Facilitated data migration strategies, conducted UAT, and ensured compliance with financial regulations and security policies.
- Acted as the central point of communication between stakeholders and developers, resolving blockers and aligning expectations.

Tech Contributions / Impact:

- Helped design RESTful API mappings to simplify KYC integrations across legacy and new systems.
- Reduced delivery cycle time by ~45% through improved planning, sprint execution, and QA coordination.
- Supported defect triaging with JIRA and validated fixes to ensure production-readiness.
- Enabled real-time project tracking using Google Sheets automation and shared dashboards.

Project Name- Meon CRM Development

Duration- Feb 2024 – Jan 2025

Skills & Tools: Python, MySQL, MERN Stack, Draw.io, Figma, Jira, Trello, Google Suite

Description:

Spearheaded the CRM solution's complete lifecycle — from requirement gathering to final rollout. Played a hybrid role of client advocate and tech translator to deliver a CRM tailored to user workflows and pain points.

Responsibilities:

- Spearheaded the full lifecycle development of a custom CRM system, from requirement elicitation to final rollout.
- Conducted stakeholder interviews and workshops to capture workflows, business rules, and performance pain points.

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- Created wireframes, flowcharts, and functional specs that guided the dev team in aligning product features with business needs.
- Organized sprint ceremonies and maintained a prioritized product backlog based on business impact and technical feasibility.

Collaborated with QA teams to validate requirements, review test cases, and support defect triaging.

- Conducted feedback loops and iterative improvements with clients to enhance user adoption and functionality.

Tech Contributions / Impact:

- Supported backend workflow logic and data validation rules by working directly with the Python and Node.js teams.
- Collaborated with developers to model database tables in MySQL aligned with client-defined entities and relationships.
- Reduced manual reporting time by 60% through automation of customer tracking and ticket flow within the CRM.
- Facilitated the integration of CRM with third-party email services via API calls and documented requirements.

Business Analyst

Spexoid Tech Pvt. Ltd, Noida

March 2021 – September 2023

Project Name: Zoryo CRM System

Client: Zoryo

Duration- March 2021 – September 2023

Skills & Tools: Excel, MS Office, Draw.io, Trello, Jira

Description: Worked with stakeholders to redesign internal processes, automate routine tasks, and drive business efficiency.

Responsibilities:

- Performed gap analysis on internal workflows and proposed optimization strategies to improve operational efficiency.



- Mapped existing vs. future state processes and identified automation opportunities to reduce manual effort.
- Created SOPs and user guides to support onboarding and ensure clarity in workflow changes.

Worked closely with department leads to define measurable KPIs and align process improvements with business goals.

- Participated in internal audits and supported compliance by documenting new workflow processes.
- Collaborated with Excel-based reporting systems and helped automate data collection for key performance metrics.

Tech Contributions / Impact:

- Designed process maps and change impact diagrams using Visio and Draw.io for stakeholder clarity.
- Helped configure collaborative dashboards in Google Sheets for daily operational reporting.
- Contributed to a ~30% increase in process efficiency through streamlined handoffs and automation ideas.
- Proposed digital form replacements for legacy paperwork workflows, improving response time and data accuracy.

Quality Analyst

Spexoid Tech Pvt. Ltd, Noida

Project Name: Zoryo CRM System And AASPASS Website

September 2020 – March 2021

- Executed manual and automation testing including functional, regression, and integration testing.
- Developed detailed test plans and documented defects using JIRA and internal CRM tools. Participated in Agile ceremonies and collaborated with developers to resolve critical bugs.
- Contributed to quality assurance strategies to align with business and technical goals.



Education

B.Tech, Meerut Institute of Engineering and Technology, Meerut

2011 – 2015

Languages

English, Hindi