SHARANG NAIDU

Business Analyst

Personal Info

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📍 **Pune, Maharashtra.**

in **linkedin.com/in/sharang-naidu/**

Skills

- **Technical Skills**
  - Data Analysis (Excel, SQL and Python)
  - Requirements Gathering
  - Software Development Life Cycle (SDLC)
  - Software Documentation
  - User Acceptance Testing (UAT)
  - UML diagrams
  - E-commerce systems integration
  - Software Documentation
  - API Integration

- **Tools & Technologies**
  - JIRA and Confluence
  - Data Visualization
  - PostgreSQL Database
  - MongoDB
  - Postman
  - SSMS
  - Linux
  - MS Access
  - Draw.io
  - Git
  - Kubernetes
  - Selenium

- **Soft Skills**
  - Communication
  - Problem-Solving
  - Critical Thinking
  - Collaboration
  - Adaptability
  - Time Management
  - Stakeholder Engagement

SUMMARY

Dedicated Business Analyst with 3+ years of experience in the supply chain domain, transforming business requirements into actionable tasks and clear technical documents. Eager to explore new domains and business models to understand how different industries operate and what drives their growth. Motivated to enhance SOPs through modern technology—eliminating errors, reducing delays, and automating processes to help organizations move closer to 100% operational efficiency.

WORK EXPERIENCE

Business Analyst

Emiza Supply Chain Services Pvt. Ltd

02/2023 - Present   **Mumbai, Maharashtra**

- **Requirement gathering and documenting (JIRA and Confluence)**
  - Worked with the Product Manager to turn business requirements into technical documentation in Confluence. Created detailed JIRA tickets with all related tasks, and supported the QA team in building test cases that accurately reflected the expected user flow.

- **API Integrations (Postman for API Testing)**
  - Experienced in integrating e-commerce platforms like Amazon, Flipkart, Myntra etc. with third-party systems such as ERPs and CRMs. Proficient in working with their APIs for automating listings, inventory sync, order processing, and returns management.

- **User Acceptance Testing (UAT), (Postman, Kubernetes - kubectl)**
  - Performed detailed User Acceptance Testing (UAT), validating functionality up to the database level against JIRA tasks for the developed prototype. Reported bugs and inconsistencies to the development team for resolution in future prototypes. Identified API-level errors, including HTTP status codes, error logging, rate limiting etc. Used Kubernetes (**kubectl**) logs to diagnose the errors in failed API calls.

- **SWOT analysis**
  - Familiar with the leading e-commerce platforms such as Amazon, Flipkart, Myntra, Shiprocket, Shopify etc. Conducted GAP analysis to evaluate third-party systems with prototype under development, identifying deficiencies and advantages compared to popular solutions. Identified critical risks that could disrupt operations and impact overall business stability.

- **Workflow Optimization**
  - Improved and standardized a lengthy client onboarding and software setup process. Previously, it required extensive support from the tech team, but it's now so straightforward that sellers can complete the entire onboarding on their own. This led to faster onboarding and overall satisfaction among sellers due to the smoother, more independent process.

- **System Troubleshooting**
  - Resolved a critical issue where our system was fetching incorrect order prices from an online channel, affecting COD payment reconciliation. Analyzed order logs from both sides and identified a misaligned price attribute. Coordinated with both teams to pick the correct price attribute and deployed the changes within a week, ensuring error-free reconciliation and a smooth billing flow.

Likes & Dislikes

- <u>Likes</u>
  - **Teamwork**
  - **Troubleshooting and Fixing**
  - **Cricket**
  - **Badminton**
  - **Travelling**
  - **Reading**
  - **Technology enthusiast**

- <u>Dislikes</u>
  - **Rain**

Languages Known

- **Read, Write**
  - Hindi
  - English
  - Marathi

- **Speak**
  - Hindi
  - English
  - Marathi
  - Telugu

Software Tester (QA)
Consultant In Computer Systems (CCS)

03/2022 - 01/2023   **Pune, Maharashtra**

- **Test case documentation**
  - Developed and executed unit and integration tests for various WMS processes and modules to ensure both individual components and their combined workflows functioned as expected according to requirements.

- **Automation using Selenium (with Python)**
  - Used the Selenium automation tool to speed up the test process, making it faster and easier to execute and validate features.

- **Manual testing (Load and Regression testing)**
  - Performed load testing to evaluate the performance of the system under high transaction volumes and executed sanity testing to quickly verify new features and bug fixes before further testing phases.

EDUCATION

Masters in Computer Applications
05/2023 - 05/2025 | **Chandigarh University**, Punjab

BSc in Information Technology
06/2020 - 05/2023 | **Lovely Professional University**, Punjab