

# GIRJESH JHA

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## Professional Summary

Certified Business Analyst with strong expertise in Business Requirements Gathering, BRD/SRS documentation, and process modeling. Experienced with ERPNext, CRM lifecycle, and project execution using Agile and Waterfall methodologies. Skilled in UAT testing, stakeholder communication, and creating deliverables such as use case diagrams, user stories, and wireframes. Proficient in tools like JIRA, Visio, Figma, SQL, and Power BI. Adept at improving business workflows and supporting enterprise digital transformation initiatives.

## Core Skills

- Requirement Elicitation & Analysis
- Business Process Modeling (BPM)
- BRD, FRD, SRS Documentation
- Use Case & User Story Writing
- Agile & Scrum, Waterfall SDLC
- JIRA, Confluence, MS Visio, Figma
- ERPNext Functional Modules: CRM, Sales, Stock, Subcontracting
- Stakeholder Management & JAD Sessions
- UAT Testing & RTM Preparation
- SQL, Excel Reporting, Power BI

## Work Experience

Business Analyst Intern – GetMind Company | Feb 2025 – Apr 2025

- Conducted functional analysis on ERPNext for Sales and CRM modules.
- Delivered use cases and project documentation for:
  1. Lost Sales Due to Competitor Pricing & Market Analysis
  2. Wholesale Business & Credit Sales Management
- Mapped business workflows to ERPNext modules for improved sales visibility.
- Collaborated with UI/UX teams for user-friendly dashboards and ERP customizations.
- Conducted UAT, gap analysis, and worked on reporting KPIs within ERPNext.

Research Analyst – Pericles Ventures, Pune | Mar 2024 – Sep 2024

- Analyzed competitor and market data to drive product strategy.
- Created business dashboards using Excel and Power BI for internal review.

Data Analyst Intern – PwC India | Nov 2023 – Dec 2023

- Cleaned and transformed datasets for executive dashboards.
- Supported business reporting with Power BI and Excel.

Data Analyst Intern – TATA Group | Oct 2023 – Nov 2023

- Conducted exploratory data analysis (EDA) using Python and Excel.
- Presented insights to stakeholders on operational performance.

Data Analyst Intern – KPMG India | Aug 2023 – Sep 2023

- Built internal dashboards to track quality and compliance metrics.
- Assisted in data audits and error-checking processes.

Web Developer – Brandstrate Solutions, Pune | Aug 2022 – Dec 2022

- Designed user interfaces using HTML, CSS, JavaScript.
- Collaborated with designers to improve usability.

## **Projects**

Lead Management System – Agile SDLC

- Defined epics, user stories, and acceptance criteria using JIRA.
- Conducted sprint ceremonies and created wireframes in Balsamiq.
- Delivered process flow diagrams using Visio and facilitated daily standups.

CRM Implementation – Waterfall SDLC

- Gathered requirements through JAD sessions and stakeholder interviews.
- Created BRD, FRD, SRS documents; built test data for CRM lead conversion.
- Tracked requirements through RTM and supported UAT.

ERPNext Project 1: Lost Sales Due to Competitor Pricing & Market Analysis

- Analyzed sales decline using ERPNext reports; identified gaps using competitor pricing insights.
- Suggested pricing improvement strategies with reporting dashboards.
- Created workflow diagrams, use cases, and business process documents.
- Coordinated with developers for feature adjustments in the ERP system.

ERPNext Project 2: Wholesale Business & Credit Sales Management

- Designed and configured workflows in ERPNext to manage credit sales and customer approval.
- Created BRD, wireframes, and UAT scenarios to support credit cycle.
- Collaborated with stakeholders to implement approval limits and reporting KPIs.
- Conducted demos and documented user feedback for iterative improvements.

## **Education**

Bachelor of Computer Applications (BCA) – Pune University | 2017 – 2020

### **Certifications**

- IIBA Certified Business Analyst – COEPD
- ERPNext Functional Consultant – GetMind
- Power BI – Tectip24
- Web Development – Udemy