

# SAURABH AGRAHARI

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Results-driven Business Analyst with 4+ years of experience translating business needs into technical solutions through Agile practices, stakeholder engagement, and process optimization. Adept in Tableau, MS Excel, CRM platforms, SQL, and data visualization with a strong record of delivering cross-functional solutions that enhance business outcomes.

## SKILLS

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- **Analytical & Data Visualization Tools:** Tableau Desktop, MS Excel, Data Analysis & Interpretation
- **Methodologies:** Agile, Scrum, Waterfall
- **Process Design:** BPMN, Flowcharts, User Stories, BRD, FRD
- **Data Tools:** SQL, Zoominfo, Lusha
- **Wireframing & Flowcharting:** Draw.io, FIGMA
- **CRM & Business Tools:** Zoho CRM, HubSpot, MS Dynamics, Agile CRM, Sales Navigator
- **User Acceptance Testing (UAT) Coordination & Sprint Planning**
- **Business Requirements Gathering**
- **Stakeholder Engagement & Communication**

## PROFESSIONAL EXPERIENCE

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### Hale Healthcare IT Labs

Business Analyst

Noida, India

Sep, 2024 – Present

- Collaborated with a HealthTech client to **define the functional and non-functional requirements** for a custom web application designed to streamline [Patient registration, doctor scheduling, health record access, webinars scheduling]
- **Identified key users** including Doctors, Nurses, Admins, and IT staff, and **documented their roles, expectations, and priorities.**
- **Conducted structured interviews and workshops** to gather functional requirements like SSO, User roles, dashboards, appointment modules and non-functional needs like mobile responsiveness.
- **Created a structured Requirements Specification Document** covering **user stories and system use cases.**
- **Defined acceptance criteria** and collaborated with stakeholders to refine change requests, ensuring process alignment and delivery accuracy.
- Assisted in **User Acceptance Testing (UAT)** by coordinating test case execution and capturing user feedback to validate system functionality.
- Developed low- and high-fidelity **wireframes using tools like Figma and Balsamiq** to visualize proposed solutions and gather stakeholder feedback.

### Charter Global Inc

Business Analyst

Pune, India

Sep, 2023 – Aug 2024

- As part of a strategic digital transformation initiative, supported the migration of our CRM system from HubSpot to Microsoft Dynamics & took on key Business Analyst responsibilities to ensure the new CRM met the needs of internal sales, marketing, and support teams.
- Participated in **sprint retrospectives and backlog management** to refine user stories and ensure alignment with evolving business priorities.
- **Collaborated** with cross-functional stakeholders i.e. Sales, Marketing, Customer Support, CRM Admin, IT, **conducted stakeholder interviews & shadowing session** to understand their pain points, expectations, and required features and **created a RACI matrix** to define roles and responsibilities across departments.
- **Mapped existing workflows** in HubSpot and contributed to **process improvements** for Dynamics.
- **Identified root cause analysis** for the change and worked with technical teams to recommend solutions or customizations.
- Built interactive dashboards and reports for **data visualization using tools like Tableau and Excel** to communicate insights with stakeholders.

- Conducted **root cause analysis** on reported issues to identify process gaps and propose effective long-term solutions.
- **Supported change management**, helping teams adapt to the new system and documenting key process updates.

## Cardinal Integrated Technologies Inc

Business Analyst

Lucknow, India

Nov, 2020 – Aug 2023

- Conducted **market and client needs analysis** to design effective email marketing campaigns, increasing engagement and conversion rates.
- Built and maintained a **robust lead database** through data-driven methods, supporting business development and revenue growth initiatives.
- Collaborated with cross-functional teams to **gather requirements**, secure new accounts, and drive client acquisition strategies.
- Fostered strong stakeholder relationships, **gathering client feedback** and translating insights into actionable business improvements.
- Facilitated meetings and discovery sessions with **C-level executives and senior stakeholders** to gather business requirements and align project objectives.
- Led and mentored a team of three executives, **monitoring performance metrics** and ensuring alignment with business goals and operational excellence.
- Maintained accurate and comprehensive data in CRM tools, **analyzing activity metrics** to optimize workflow efficiency and improve reporting accuracy.

## EDUCATION

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- MBA from University Of Lucknow (LUMBA) in 2020
- BBA from University Of Lucknow in 2018
- Intermediate from Central Board Of Secondary Education in 2015
- High school from Central Board Of Secondary Education in 2013

## CERTIFICATIONS

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- Business Analyst Certification
- Certified Business Analysis Professional (CBAP)
- Tableau Certification
- Certification of Computer Concepts (N.I.L.E.T)

## INTERNSHIP & TRAININGS

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### Aegon Life Insurance Company

Business Consultant

Lucknow, India

May, 2019 – July 2019

- Documented customer requirements.
  - Supported communication between Internal and External Stakeholder.
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