

# SHIVAM DIWAKAR

## BUSINESS ANALYST



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[Shivam Diwakar](#)



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## ABOUT ME

Business Analyst with 2.10 years of experience specializing in managing product development, business analysis, and data-driven decision-making in the ERestaurant and Foodtech sectors. Adept at collecting and analyzing business data, defining business requirements, and collaborating cross-functionally to optimize product performance and customer experience. Strong problem solving skills with a track record of delivering actionable insights that improve operational efficiency and drive growth.

## PROFESSIONAL EXPERIENCE

ANR Software Pvt Ltd

2022 - PRESENT

- **Product Management:** Led the analysis and management of product features for a successful E-Restaurant platform, enhancing customer experience and streamlining operational workflows.
- **Requirement Gathering & Documentation:** Collaborated with stakeholders to capture business needs and translated them into detailed BRD, FRD, user stories, use cases, and acceptance criteria to support development and QA teams throughout Agile sprints..
- **Market Research & Competitive Analysis:** Conducted in-depth research to provide data-driven recommendations for product enhancements and strategic decision-making.
- **Cross-Functional Collaboration:** Worked closely with engineering, marketing, and operations teams to define and prioritize product requirements, ensuring alignment with business objectives.
- **Roadmap Development:** Developed and maintained product roadmaps, ensuring timely releases and alignment with organizational goals.
- **Data Analysis & Reporting:** Leveraged Excel and SQL to analyze customer data, identify trends, and create dashboards that informed business strategy.
- **Client Management:** Managed key accounts, including Taco Bell, Chipotle, Denny's, and Pizza Hut, overseeing deployment and post implementation support.
- **Training & Documentation:** Created functional documents, user manuals, and conducted stakeholder training to drive system adoption.

## SKILLS

- Requirements Gathering & Documentation
- SQL, Excel (Data Analysis)
- Stakeholder Communication
- Functional Testing & UAT
- Microsoft Excel, MS PowerPoint & Reporting
- User Stories, Use Cases, BRD & FRD
- Jira, Agile Scrum
- Wireframing & Process Mapping
- Problem-Solving & Root Cause Analysis
- Gap Analysis & Process Improvement

## EDUCATION

2020 - 2022

AKTU University

Master of Computer Application (MCA)

2017 - 2020

CSJM University

Bachelor of Computer Application (BCA)

# MAJOR PROJECT

## KITCHEN DISPLAY SYSTEM (KDS)

- Led BA responsibilities for digitizing kitchen operations by replacing paper-based tickets with a real-time display system.
- Gathered and documented requirements (BRD/FRD, user stories), conducted process analysis, and defined acceptance criteria.
- Coordinated with cross-functional teams for design, development, and UAT execution.
- Improved order accuracy by 30% and enhanced kitchen efficiency and throughput.

## RESTAURANT MANAGEMENT SYSTEM – GENERAL RELEASE & NEW UI

- Ensured smooth transition through comprehensive testing, QA, and issue resolution.
- Collaborated with cross-functional teams (design, dev, QA) to align on features, timelines, and deliverables.
- Delivered training, documentation, and post-launch support to ensure system adoption and client satisfaction.
- Resulted in improved system stability, user experience, and operational efficiency.