MUKUL KIRAR

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PROFESSIONAL SUMMARY

Business Analyst with 3 years of experience in designing and optimizing the business process. Strong academic background in business concepts, business research skills, and organizational behaviors critical for success in competitive environments. Knowledge of integration, API, strategies, and theories that lead to business process improvement. Able to analyze processes that influence the control and management of the organization. Looking forward to work in a reputed organization to expand my learnings, knowledge and skills.

EDUCATION

Bachelor in Technology - 7.99 CGPA,, ShriRam College of Engineering and Management	2017 - 2021
Higher secondary School - 86.80 % , Govt School of Excellence, No. 1	2016 - 2017
High School - 78.50 % , Govt School of Excellence, No. 1	2014 - 2015

SKILLS

SQL
MS Office
AWS
Integrations
Power BI
Build BRD,FRD,SRS,User Flow
Requirement gathering
Documentation
Postgres DB
Oracle DBD
Trello and JIRA tools
Postman

EXPERIENCE

Business Analyst   June 2021 - Present
ANR Software Pvt Ltd   *Noida, India*

- **A software product-based company with major US food chain (such as McDonald's,Pizza Hut,Taco Bell, Chipotle, etc.). Deals in designing and maintaining the business system with integration and modules.**
- Gathering requirements from the client for a new project enhancement request, encompassing both web and mobile applications.
- Planning and testing the deployment of the production release using the Agile methodology.
- Achieved program performance, usability, and scalability criteria by translating business requirements into high level conceptual designs, specifically building data flow designs and basic design models for development.
- Worked on integrations to meet client requirements.
- Worked on Engineering Change Requests (ECRs) and Statements of Work (SOW).
- Collaborated with key personnel in analyzing business request for feasibility and cost of the new projects.
- Worked on RCA(Root cause analysis) on P1/Escalation issues.
- Regular meetings with US-based clients, Solution consultants, and Internal teams to manage products and requests.

PROJECTS

Managing ERS (Electronic Restaurant Services) Working - One of Altametrics' primary web applications provides various modules to clients based on their requirements, including Food, Labor, HR, Inventory, Cash, and Sales.

- Gathering requirements, analyzing the feasibility of new engineering change requests, and providing the statement of work for development.

- Creating release notes and functional mockup designs for change requests. Scoping defects and enhancements for future releases, as well as scoping line items for each release.

- Providing support during the implementation phase.

Integration Mangers - A third-party utility software that interacts with the server and retrieves data from the application according to the client's requirements. It is used for data polling, import, and export of feeds.

- Contribution: Feasibility assessment and coordination for the development of integration, validation of data,and analysis of the flow.

- Clients : Taco Bell, McDonald's, Chipotle, Peet's Coffee etc.

RFID - A new system that allow client to accept food delivery from their vendor through RFID scanner which sending API packets to our system that loads the count of food product corresponds to their order. This system cut off the manual work currently stores are doing to accept food delivery.

- Prepared the functional and business requirement document, encompassing multiple changes in eRestaurantscreens and at the integration layer.

- Coordinated the development of polling cases based on issues reported by the client.

- Led the execution of cases involving reading, downloading, and deletion for polling. Conducted Knowledge Transfer (KT) sessions for various teams and clients.

NGPOS - A new Point of Sale (POS) system, referred to as the Next Generation POS (NGP), will generate an STR file in JSON format and send it to Altametrics via an Amazon S3 bucket.

- Coordinating the development of polling cases based on issues reported by the client.

- Leading efforts in handling cases related to reading, downloading, and deleting for polling.

Mobile Application - The mobile applications are integrated with the eRestaurant web application, allowing clients to easily access our products.

- Prepare various screens encompassing required functionalities, execute the Test Plan for GUI Testing and Functional Testing, conduct Functional, Technical, and Database Verifications, document the Functional document along with various guides, and perform Knowledge Transfer (KT) for various teams and clients.

- Mobile Apps: Altametrics Inventory, Altametrics Schedules, Altametrics Clock, Altametrics DAR

AWARDS

- Awarded by the Chief Minister of Madhya Pradesh Mr Shivraj Singh Chauhan for the Academic performance and received Rs25000.

- Awarded by ShriRam Group of College for the Academic performance and received the First Prize.

- Participated as main team Coordinator in Annual Fest.

COURSES

- Business Analysis Foundations by Microsoft.

- Business Analysis and Process Management by Coursera.