

Shikhar Rana

☎ : +91-8287868651 | ✉ : shikharrana53@gmail.com | in : [shikhar53](#) | 📍 : Delhi/NCR

PROFESSIONAL SUMMARY

As an **IT Business Analyst at Care Health Insurance**, I believe in progressive improvements, and combining technical expertise with strategic insight. With 1.5 years of hands-on experience, I aspire to excel in product management, driving innovation in technology-driven industries.

EXPERIENCE

IT Business Analyst

Jun 2023 - Present

Care Health Insurance Limited

- Manage digital servicing operations across multiple platforms including **Chatbots, Mobile App, CRM (iFrame), Self Help Portal, and Customer Portal**, for retail and corporate customers. Collaborate with cross-functional teams to deliver comprehensive IT solutions to business needs.
- Lead initiatives to enhance online endorsement processes, **achieving a 19% increase in success rates within 3 months** by identifying and addressing operational bottlenecks. This included digitizing endorsement processes, **reducing manual workload by 30%**, and shortening resolution TAT for customers.
- Integrated new CRM tools across portals to streamline case creation and tracking. This resulted in fewer API failures with an almost 40% reduction in downtime, enhancing endorsement success rates.
- Developed and deployed **flow-based chatbots** over **WhatsApp and Web channels** using Freshchat. Created an intuitive front end incorporating natural language processing (NLP) and regional language support, **eliminating manual call handling**, and providing a **35% reduction** in customer **resolution TAT**.
- Improved chatbot's **success rates from 60% to 95% within 5 months** post-launch, optimizing response efficiency and minimizing downtime. ([Link to chatbot](#))
- Hosted surveys across portals to capture **Voice of Customer (VoC)** to identify key pain points and improvement opportunities, resulting in a **30% reduction in customer grievances** over the quarter.
- Implemented bimonthly agile sprints across Product and Tech boards, fostering continuous improvement through productive retrospective meetings to enhance internal team dynamics.
- Enhanced user journeys and **reduced production issues by 40%** through systematic data-driven improvements.

SKILLS

TECHNICAL SKILLS

- **Data Analysis:** Advanced Excel, Power BI, and Analytics.
- **Database Management:** SQL, CMS.
- **API Management:** Postman, Swagger, SoapUI, and API integration.
- Skilled in Freshchat Bot Builder, Freshdesk CRM Automation, and Logic Building
- **Wireframing and Prototyping:** Figma, UI Design, and UX Research.
- **Version Control & Collaboration:** Familiar with DMS, Git, and Notion.

OTHER SKILLS

- **Project Management:** Proficient in JIRA (including JQL), Agile Methodology, and Software Development Lifecycle (SDLC).
- **Requirement Management:** Proficient in scoping, User Story, and FRD creation.
- **Soft Skills:** Structured thinking, Business acumen, and Problem-Solving skills.

EDUCATION

DELHI TECHNOLOGICAL UNIVERSITY (FORMERLY DCE)

B.Tech Biotechnology and Minor in Innovation and Entrepreneurship
Aug 2020 - May 2023 | New Delhi

GPA: 8.17/10

G. B. PANT INST. OF TECHNOLOGY

Diploma Automobile Engineering
Aug 2017 - May 2020 | New Delhi

GPA: 7.09/10

PROJECTS

Retail Analysis Dashboard

Excel, Power BI | [Project Link](#)

Analyzed FY 2016 - FY 2018 retail sales data for 4 key product categories and built a Power BI dashboard.

Enabled shop owners to optimize product strategies, using demographic data (such as location, gender, and age group), improving decision-making by 40%.

HR Portal Dashboard

SQL, Power BI | [Project Link](#)

Analyzed 6 months of employee data from the HR portal to pinpoint key performance indicators, as analyzed by an HR lead.

Created a Power BI dashboard to track employee leaves, remote vs. office days, and feedback, boosting HR efficiency by 40%.

CERTIFICATIONS

- Project Management
- SQL
- Power BI [\[Link to certificates\]](#)