

# Hardik Maheshwari

SENIOR BUSINESS ANALYST

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## Summary

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Results-driven Senior Business Analyst with three years of experience adept at analyzing complex business processes and translating them into actionable insights. Seeking to leverage analytical expertise and strategic thinking in a dynamic environment to drive business growth and enhance operational efficiency. Passionate about utilizing data-driven approaches to solve business challenges and contribute to organizational success.

## Experience

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### Global Vox | Senior Business Analyst

April 2024-Till date

- Developing & sustaining comprehensive project plans, including timelines, milestones, and resource allocation.
- Facilitate regular status meetings and provide updates to stakeholders on project progress and key deliverables.
- Coordinating cross-functional teams in identifying, analyzing, and documenting business requirements for projects.
- Performing risk analysis and develop mitigation strategies to address potential project challenges.
- Appreciated multiple times by client for having customer center mindset.

### Global Vox | Business Analyst

July 2021 - 2024

- Represented in the development of business requirements and functional specifications for various Projects.
- Assisted the testing and implementation of new systems and processes, ensuring alignment with objectives.
- Conducted training and support to end-users to ensure successful adoption of new technologies and processes.
- Facilitated meetings with stakeholders to gather requirements and obtain feedback on proposed solutions.

### Operation Analyst | VIVO

July 2021 - 2024

- Interacted with business clients, understand their requirements and provide solutions.
- Developed root cause reports to address problems with customer conversions, successfully revealing insights that boosted conversions.
- Perform quality controls and monitor KPIs. Recruit, train and supervise staff.
- Partner with cross-functional support teams in improving the proprietary tools and systems.

## Projects

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- **CGXP** – Designing a comprehensive job portal for a US-based client.
- **Directory** – Developing a platform enabling users to register their companies and access information about other companies.
- **VTMS** – Created a Visitor Management System for the Swaminarayan Temple (BAPS) in New Jersey.
- **LETSCYCLE** – Integrated processes for the collection, segregation, and recycling of materials.
- **GOODLII** – Developed an online salon and spa booking system for scheduling and managing appointments.
- **BAMS** – Automated the approval process for purchase requests, creating purchase orders, approving quotations, and generating bills, transitioning from a manual to an automated system.
- **POLICY LEADER** - Developed a platform for comparative analysis of insurance products based on price, quality, and key benefits from different insurers.

## Education

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### Master of Business Administration (MBA)

2018-2020

Stream: Marketing & Operation

College: Shanti Business School, Ahmedabad

### Rajasthan Technical University, B.Tech

2013-2017

Stream: Computer Science

College: MAIT, Kota

## Technical and Functional Skills & abilities

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- Proficiency in data analysis tools such as JIRA, Tableau, Power BI, SQL, Python and Advanced Excel.
- Strong analytical and problem-solving skills.
- Excellent communication and presentation abilities.
- Ability to work independently and as part of a team.
- Proven track record of delivering results in a fast-paced environment.
- Project & Database Management.
- Stakeholder Management.