

Pradeep Ravi

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BUSINESS ANALYST

SUMMARY

Results-driven Business Analyst with a strong background in requirements gathering, BRD and FRD creation, and end-to-end SDLC (Software Development Life Cycle) management for agile development. Proficient in system configuration, RPA integration, and data validation using SQL and Python. Skilled in authoring detailed documentation, user stories, and JIRA tickets for new development and feature enhancements. Experienced in technical collaboration with developers, delivering client training, product demos, and stakeholder communications for seamless client onboarding and product delivery. Actively seeking new opportunities as a Business Analyst or Product Owner.

KEY SKILLS

• Requirements Gathering and Analysis: • Functional requirement documentation • Problem solving • Business process mapping • Python • SDLC • Quantitative/Qualitative analysis • MS Visio • IBM - SPSS • Tally-ERP • SQL • MS-Excel • Agile • Scrum • Lucid Charts • UML • JIRA • UAT • MS Clipchamp • Stake holder management • Cross-functional coordination • RTM • Zoho CRM • User guides • Training videos

EDUCATION

BSc. Bachelor of Science in Integrated Sciences Sep '09 - Jun '14

Carleton University, Ottawa Canada Ottawa, Canada

Secured 71%

University of Cambridge GCE A-levels (High school equivalent) Sep '08 - Jun '09

Ghana International school , Accra Ghana Accra, Ghana

Secured grade C in Mathematics and Physics

- A level subjects - Mathematics, Physics and Chemistry

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST Dec '23 - Present

Readywire Hyderabad, India

Business Analyst at Readywire driving end-to-end ERP data ingestion and configuration, user story development, SQL/Python data validation and agile SDLC

- Crafted BRD & FRD using MS Visio, Lucidchart, & MS Word to enhance client data ingestion efficiency into **Readywire ERP**.
- Authored user stories to support design changes in ERP screens, including DPDPA compliance and UI/UX enhancements.
- Configured Readywire ERP instances with customer, company, and master data, preparing environments for UAT and ensuring test readiness.
- Set up and tested RPA integrations in Readywire, including AWS S3 details and Webhook configurations, triggering RPA jobs to validate accuracy of files generated from client DMS.
- Authored JIRA tickets with Visio diagrams outlining end-to-end data flows, field specifications, and data validations for file imports.
- Wrote SQL scripts to validate, analyze, and compare data—boosting QA and migration outcomes.
- Utilized Python for data transformation and analysis, streamlining reporting and validation tasks.
- Conducted code reviews with SQL and C# developers, debugging and recommending fixes to align with business requirements.
- Produced detailed client training videos with Microsoft Clipchamp, covering Readywire modules and interface navigation.
- Managed full SDLC: planning, analysis, QA, UAT, deployment, and continuous support.
- Led AI data labelling projects, annotating large datasets to train in-house LLMs in development.
- Delivered stakeholder communication, client trainings, and ERP product demos to drive successful adoption.

BUSINESS ANALYST Jul '23 - Dec '23

Greatfour systems Hyderabad, India

Business Analyst at Harmony, specializing in platform configuration, requirements gathering, validation coordination, RTM management and user documentation.

- Configured modules, fields, templates, workflows, and business logic within the Harmony platform to tailor solutions for client requirements.
- Managed settings, including master data updates, dropdowns, user access controls and
- Coordinated with database and development teams to implement required validations and computations within the Harmony platform.
- Led requirements gathering, documentation and finalized scope with clients, aligning business needs with platform capabilities.
- Developed and maintained Requirements Traceability Matrix (RTM) to ensure full coverage and alignment of user and functional requirements.
- Authored user guides using tools such as Visio, created training content, and delivered product demos to clients
- Configured and tested the Harmony platform e-proofing tool, ensuring functionality and accuracy prior to client rollout.

BUSINESS ANALYST

Jun '22 - Jul '23

Possible Works

Hyderabad, India

As a business analyst was entrusted with product evolution and understanding client requirements, along with other BA tasks as directed by the product manager.

- Creating detailed BRD (Business Requirement Documents) and FRD (Functional Requirement Documents) tailored to client objectives.
- Developed validation documents, including test plans, test cases, and UAT scenarios, to ensure solution quality and compliance.
- Led change management initiatives through strategic communication plans and training resources to support organizational transitions.
- Authored user guides and system documentation, streamlining onboarding and enhancing product adoption.
- Conducted market and competitor research to identify industry trends and support data-driven strategies.
- Managed and optimized Zoho CRM, improving lead management, sales operations, and marketing campaigns.

Sales Manager

Aug '16 - May '22

BBC Industrials co ltd.

Accra, Ghana

In charge of the masterbatch department of BBC Industrials co ltd subsidiary of Rana motors and metal works engineering. .

- Masterbatch inventory management, lead generation and customer relationship building.
- My efforts have contributed to a Sales volume growth of **86% over 5 years**.
- Lead a sales revenue growth of **147% cumulatively over 5 years**.
- Boosted profitability of business unit with efficient business practices and by eliminating redundant/slow moving products.
- Responsible for weekly and monthly sales/financial reporting including ageing analysis of accounts in default.
- Tally-ERP management of customer accounts including invoicing and payments receivable.

Credit risk management – Team member

Nov '15 - Jun '16

Access Bank Ghana Ltd.

Accra, Ghana

Appointed as a team member of the credit monitoring team after the initial onboarding process which included aptitude tests.

- Monitoring short term/long term exposure of bank for compliance by writing SQL queries, daily reporting of unauthorized overdrafts on accounts to responsible business units for swift regularization.
- Weekly reporting of maturing obligations and expiring overdrafts to responsible business units for necessary action.
- Weekly reporting of unauthorized overdrafts in a summarized format for management review.

Data coder / Market research Interviewer

Jan '12 - Jul '15

Nielsen

Ottawa, Canada

Promoted from a position of market research interviewer to Data coder due to excellent performance as a market research Interviewer and passing an internal aptitude test.

- Utilized the Voxco open module to collapse and code open ended responses from surveys, performed data entry and transcribing tasks as instructed.
- Worked extensively with Microsoft excel to extract data and assign macros to required columns.
- Performed analytical tasks as directed by my supervisor.
- Entry experience level experience utilizing SPSS and performing syntax based data analysis.

CERTIFICATIONS

- IBM Certified Specialist - SPSS Statistics Level 1 v2, IBM candidate id: IBM000087632 (Secured 96%)
- Python certified entry level programmer - PCEP 30-01, Certificate id:U7sm.WiJ3.YiIP (Secured 73%)
- Salesforce Certified Administrator, Credential id: 22643720

ADDITIONAL INFORMATION

- LANGUAGES: English (Native), Tamil (Fluent), Hindi, French (beginner)