

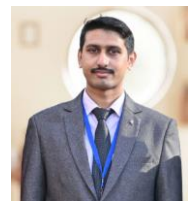
Shirsendu Mondal

Business Analyst (IT-SaaS, Product, Implementation)

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Portfolio: <https://www.kudosites.com/site/shirsendu-mondal>



Seasoned Business Analyst and Implementation Specialist with 5+ years of experience spanning Product Management and Project Management. Skilled in defining product vision, crafting roadmaps, and driving end-to-end implementations across domains including EduTech, BPO, Insurance, Financial Services, and RCM. Expert in Product understanding and product enhancement, configuration, solution design, and BRD preparation for new product features. Adept at project governance, process mapping, risk management, and change control, ensuring on-time delivery and stakeholder satisfaction. Proven ability to collaborate cross-functionally with Product, Development, QA, and Support teams to deliver scalable solutions. Experienced in training, UAT support, and change management, ensuring adoption and long-term client success. Successfully partnered with Fortune 14 enterprises and Big Four firms, delivering measurable improvements in efficiency, compliance, and user experience.

PROFESSIONAL EXPERIENCE (For full exp <https://www.linkedin.com/in/shirsendu-mondal-831875114/details/experience/>)

Company – ProHance Pvt. Ltd.

Bengaluru, KA, IND

Job Title: Senior Specialist Implementation

| Feb '25 – Current

Project Management: (Workflow tool)

- **Led end-to-end project delivery** across BPO, Insurance, Financial Services, RCM, and Operations, managing timelines, scope, and stakeholder expectations.
- **Owned project governance** including project plans, process maps, risk management, change control, Manager and end user training, and reporting frameworks.
- **Directed cross-functional collaboration** with Product, Development, QA, and Support teams to ensure scalable and sustainable delivery.
- **Partnered with Fortune 14 enterprises and Big Four firms**, delivering measurable improvements in productivity, compliance, and process transparency.

Product Management & Implementation:

- **Expert in workflow & worktime configuration** tailored to client requirements, enabling automation and operational efficiency.
- **Integrations** of ProHance Workflow with email adaptor, sql adaptor, HRMS and API setting(Postman).
- **Designed and deployed customized workflows** ensuring alignment with client business objectives and performance goals.
- **Prepared BRDs and functional specifications** for new product features, bridging client needs with product roadmaps.
- Delivered client training, UAT support, and change management, ensuring adoption and long-term value realization.

Ad hoc Project: Designed and implemented an AI solution that transforms meeting transcripts into automated prospect and solution flowcharts, leveraging ChatGPT and Mermaid AI for process visualization.

Company – Adamas Tech Consulting Pvt. Ltd.

Bengaluru, KA, IND

Job Title: Business Analyst (Implementation, QA, Client Support)

| Feb '24 – Feb '25

- **Stakeholder Collaboration:** Collaborated cross-functionally with development, design, and QA teams to streamline product release cycles and drive enhancements.
- **Client Engagement:** Delivered **product demos** to clients, managed **implementation** setup, provided ongoing support, and resolved issues promptly.
- **Presentation Skills:** Effectively presented updates, features, and solutions to clients and internal teams, ensuring clarity and alignment on project goals.

Product: Arivoo LMS (QA Testing and Analytics)

- **Product Management:** Defined product vision and roadmaps, ensuring alignment with business goals. Created UML diagrams and flow diagrams to analyze **user stories** based on requirements. Authored and maintained technical documents, including **Business Requirement Documents (BRD)** and **Product Requirement Documents (PRD)**, to guide product development.
- **User-Centric Testing:** Conducted Quality Assurance (QA) testing for a Learning Management System (LMS), focusing on user interface (UI), functionality, and regression testing.
- **Product Optimization:** Executed grey-box testing, prioritized bug fixes, and assessed their impact on the product roadmap to enhance product quality and user satisfaction.
- **AI Attendance:** Collaborated on designing the AI-based Attendance feature for the Arivoo LMS app, enabling automated attendance tracking and real-time display for students and teachers.

Achievement: Client appreciation award with outstanding contribution toward project deliverables

Company – RICE ADAMAS GROUP

Kolkata, WB, IND

Job Title: Junior Business Analyst

| Nov '21 – Feb '24

- **Customer Success Management:** Spearheaded **customer success operations**, optimizing **user journeys** through crafted stories and detailed analytics.
- **Product Analytics:** Authored **BRDs** and **PRDs**, and developed actionable **analytics dashboards** to track marketing KPIs and product performance, enabling data-driven decision-making.
- **Product Development:** Designed and implemented an **Auto-Scorecard Generation and Routine Management System** leveraging Google tools, enhancing product efficiency and innovation.
- **Vendor Management:** Managed vendor relationships, including billing, invoicing, and procurement processes using Oracle and Tally 9 ERP, ensuring seamless product operations.
- **Team Leadership:** Directed the **Customer Success Team**, overseeing call operations, resolving tickets, and driving product improvements with data-backed insights.
- **Media Analytics:** Managed **YouTube** operations by maintaining subscriber growth, increasing views, and performing comprehensive YouTube analytics to enhance digital outreach.

Company – Hindusthan Live Food Pvt. Ltd.

Ranchi, JKH, IND

Job Title: Purchase and Procurement Executive

| June '19 – July '20

- Managed the procurement of instruments and packaging materials, ensuring cost-effective and timely deliveries.
- Maintained comprehensive records of equipment maintenance and depreciation, optimizing asset utilization.
- Streamlined purchasing processes, contributing to improved operational efficiency.
- Vendor and **Supply Chain Management** and stock keeping.

EDUCATION

MBA Dual Specialization (Marketing and Finance) | Adamas University

Kolkata, WB, IN | Jul '20 – Sept '22

B.tech Biotechnology | NIIT University

Alwar, RAJ, IN | Aug '15 – Oct '19

12th Standard | Delhi Public School

Jodhpur, RAJ, IN | April '14 – May '15

10th Standard | Army Public School

Lucknow, UP, IN | April '12 – May '13

KEY & TECHNICAL SKILLS

Technical Documentation and Writing	- Business Requirement Documents (BRD), Product Requirement Documents (PRD), Functional Requirement Documents (FRD), Proposal Writing - User stories, flow charts, UML diagrams
Product Management and Development	- Product Vision and Roadmap Definition, User-Centric Design - Product Optimization and Enhancement, Product Release Cycle Management - Cross-Functional Collaboration, Customer Success Management
Quality Assurance and Testing	- Quality Assurance (QA) Testing, UI (User Interface) Testing
Data Analytics and Visualization	- Data Analysis (Power BI, MS Excel) - KPI Tracking and Dashboard Creation - Marketing KPI and Product Performance Tracking - Data-Driven Decision Making, Google Tools for System Design
Operational Systems and Tools	- Oracle, Tally 9 ERP, Firebase, Bitrix24, ProHance, MSmart - JIRA, Trello, Moengage, Gupshup - Lucid Charts, Mermaid Live editor, Figma, Canva - MS Office Suite (Excel, Word, PowerPoint), Google Workspace
Process Improvement and Methodologies	- Six Sigma (STLC, SDLC, DMAIC) - User Journey and Story Crafting, Presentation
Leadership and Team Management	- Team Leadership and Mentorship, Customer Success Team Management

CERTIFICATIONS

- **Creative Thinking: Techniques and Tools for Success.** [Credential](#)
- **High Stakes Leadership: Leading in Times of Crisis.** [Credential](#)
- **Private Equity and Venture Capital.** [Credential](#)
- **Six Sigma Green Belt.** [Credential 1](#), [Credential 2](#)
- **Certified Associate in Project Management-CAPM.** [Credential](#)

CAPSTONE PROJECT (PGDDS- BA)

Business Analysis & Process Management | [Project Certification Link](#)

- Root Cause Analysis using 5 Whys methodology
- Modeling the problem using the key drivers such as price optimization and market mix modeling that play an important role in an e-commerce business.