

CHIRAG SHARMA

Senior Business Analyst | Healthcare & SaaS | Agile Delivery | AI-Augmented BA
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PROFESSIONAL SUMMARY

Senior Business Analyst with 8+ years of experience delivering SaaS products across Healthcare, Pharmaceutical, Learning Management, and Enterprise CRM domains. Proven expertise in requirements engineering, stakeholder management, process optimization, and Agile and Waterfall delivery. Skilled at translating complex business needs into clear technical specifications, driving a 30% improvement in user satisfaction and a 40% reduction in manual effort. Strong knowledge of HIPAA, EVV, and EMR compliance frameworks. Actively leverages AI tools, including Claude, to accelerate documentation, validate requirements, and elevate analysis quality.

CORE COMPETENCIES

- **Business Analysis:** BRD, FRS, SRS, User Stories, Use Cases, Process Mapping, Gap Analysis, UAT, Requirements Traceability Matrices
- **Agile & Project Delivery:** Scrum, Kanban, Waterfall, SDLC, Sprint Planning, Backlog Management, Release Planning, Change Management
- **Tools & Platforms:** Jira, Confluence, MS Visio, Draw.io, SharePoint, MS Office Suite, SQL Server
- **AI-Augmented Analysis:** Use Claude AI to draft and refine BRDs, FRDs, and user stories; validate requirement logic and edge cases; generate test scenarios; summarize stakeholder interviews; and shorten documentation cycles by approximately 50%, with all outputs reviewed and validated before delivery.
- **Domain Expertise:** Healthcare (HIPAA, EVV, EMR), Pharmaceutical, Learning Management Systems (LMS), AI Automation, B2B Marketplaces, CRM
- **Soft Skills:** Stakeholder Management, Cross-functional Collaboration, Workshop Facilitation, Presentation, Technical Documentation

PROFESSIONAL EXPERIENCE

Netsmartz Solutions Pvt. Ltd. — Chandigarh, India

Senior Business Analyst | April 2022 – Present

- Partner with Product Owners and Scrum Masters to define release plans and manage prioritized backlogs across multiple SaaS healthcare platforms.
- Lead requirements elicitation for HIPAA and EVV compliance, producing control frameworks, traceability matrices, and audit-ready documentation.
- Author and manage 100+ user stories, acceptance criteria, and wireframes in Jira; facilitate sprint demos and UAT, driving a 30% improvement in user satisfaction scores.
- Define KPIs and reporting requirements in collaboration with BI engineers to enable real-time analytics for care managers and leadership.
- Own the product roadmap for the Learn2Care LMS through market research, competitor analysis, and stakeholder interviews to align deliverables with business strategy.
- Use Claude AI to accelerate first drafts of user stories, BRDs, and meeting summaries, and to stress-test workflow logic, reducing documentation turnaround time by approximately 50% while maintaining quality through manual validation.

smartData Enterprises Ltd. — Mohali, India

Business Analyst | January 2018 – March 2022

- Elicited and documented functional and non-functional requirements for healthcare, social media, and SaaS products serving US and global clients.
- Performed gap analyses and identified automation opportunities, redesigning workflows that reduced manual data entry by 40%.
- Conducted persona workshops and authored user journeys and epics for a social media platform, improving user engagement.

- Defined API contracts and data schemas for an AI-powered assessment SaaS product to support scalable third-party integrations.
- Owned end-to-end requirements for custom-logo ordering workflows and client dashboards across B2B marketplaces and CRM solutions.
- Coordinated UAT cycles with QA and client stakeholders, ensuring on-time go-lives with minimal post-release defects.

EDUCATION

- **Master of Computer Applications (MCA)**, Himachal Pradesh University, Shimla — 2018
- **Bachelor of Science (B.Sc.)**, Himachal Pradesh University, Shimla

CERTIFICATIONS

- Business Analysis Foundations — LinkedIn Learning
- Requirements Foundations — LinkedIn Learning
- Project Management Foundations — Google
- Customer Analytics — Google