

Aamir S

Sr Business Analyst

saifleader001@gmail.com | M: +91-9966577563



भारतीय प्रबंध संस्थान बेंगलूर
INDIAN INSTITUTE OF MANAGEMENT
BANGALORE



Linkedin

Core Competencies:

- **Agile** Product Development.
- Backlog Management & **Prioritization**, Business Process Reengineering.
- KPI Tracking, **Stakeholder Analysis**.
- **Change Management**, User Training.
- Risk Analysis, Business Case Development
- Data Modeling
- **UAT Planning, Agile Ceremonies**.
- Requirements Elicitation.
- Workflow Optimization

Domain knowledge:

- Financial
- Healthcare
- Supply Chain Management.

Technical Skills:

- Software Methodologies:
- **Agile, Scrum, SDLC, Waterfall**
- Programming Languages: **Python, SQL**.
- Databases: **Oracle**, MS SQL Server, PostgreSQL, MySQL
- Operating Systems: Windows, Linux, Unix, macOS
- Data Visualization Tools: **Power BI, Tableau**, Airtable
- UI/UX Design & Prototyping: **Balsamiq, MS Visio, Axure RP, Figma**, Adobe XD, Zephyr
- Packages: MS SharePoint, **MS Office**, Airtable
- Project Management & Collaboration Tools: **Jira, Confluence**, MS Suite, Google Suite

Certifications:

- Certified Generative Overview for Project Managers by PMI.

PROFESSIONAL SUMMARY:

- Senior **Business Analyst** with **6+** years of experience in business analysis and 14 years overall in IT, skilled in end-to-end requirement gathering, documentation, process modeling, and stakeholder engagement across Agile and Waterfall **SDLCs**.
- Experienced in drafting **BRD, FRD, SRS, RACI** matrices, **UML** diagrams, wireframes, and **RTMs**; led **UAT** planning, managed change requests, and ensured regulatory compliance (Basel III, MOH, KYC/AML).
- Proficient in **Agile** methodologies including user story creation, backlog grooming, sprint planning, and burndown tracking with strong focus on **BV/CP** and **DOR/DOD** alignment.
- Adept at eliciting functional/non-functional requirements via interviews, workshops, and JAD sessions; collaborated across **UI/UX, Dev, QA, ITSM** and **ITOM** teams to deliver scalable, KPI-driven solutions.
- Skilled in **JIRA, Confluence, Figma, Balsamiq, Axure, MS Visio**, and **SQL**; domain expertise spans Payments, **Healthcare** RCM, Supply Chain, **ERP/Merger, Financial** Systems, and **GIS** Data Operations.

PROFESSIONAL EXPERIENCE

Company Name: ProhireIT Inc, Hyderabad, India

August 2024- Present

Client: Worldpay Financial Services, Cincinnati, Ohio

Project: Payments Integrations

Role: Sr Business Analyst | Agile

Responsibilities

- Defined and **prioritized** product backlog to align with customer needs, business goals, and stakeholder roadmaps.
- Optimized **adjudication** and **reconciliation workflows**, enhancing financial integrity and reducing reconciliation time by **25%**.
- Designed **UML, Use Case, Activity Diagrams, DFDs, ERDs**, and high-fidelity web mockups.
- Documented **KYC/AML** workflows in Confluence; coordinated with Legal, Risk, and IT to ensure Basel III compliance.
- Authored and **prioritized** user stories with clear acceptance criteria, driving **sprint** efficiency and delivery predictability.

Company Name: Amvotech Solutions Inc, Hyderabad, India

June 2022- July 2024

Client: Axia Women's Health, Voorhees, New Jersey

Project: Healthcare RCM

Role: Sr Business Analyst | Agile

Responsibilities:

- Partnered with **UI/UX & Salesforce** teams to implement a barcode scanning mobile interface, achieving **40%** faster patient check-in.
- Collected detailed **functional/non-functional** requirements via stakeholder interviews, workshops, and surveys; maintained end-to-end traceability matrices.
- Built **HL7-compliant interactive prototypes** with **Figma/Balsamiq**, validating clinical workflows and provider-user journeys.
- Streamlined **ITSM** and **HRSD** workflows by gathering business requirements, enhancing ServiceNow modules (**Incident, Change, HR Case Management**), and aligning solutions with ITIL and HR best practices.

- IT Business Analyst from IIBA (COEPD)

Education

- Post Graduate Level Program- **Strategic Management** from IIM Bangalore. -(2024-2025)
- Masters of Computer Applications-(MCA) from JNTUK. - (2008-2011)

Achievements:

- Best Employee** Award for the years 2020 & 2021 at Arla Foods for consistently reducing the manual tasks by up to 30%.
- Got a Silver Award from the client **Google Inc.** along with a **Certificate of Excellence** for the best productivity as a lead of a Navigation Project-2012

- Partnered with HR, IT, and service owners to optimize end-to-end service delivery, improving **SLA** compliance, case resolution time, and **employee experience** across self-service portals.
- Worked on ServiceNow **ITOM** requirements & **gap analysis** (Discovery, Service Mapping, **CMDB**)
- Delivered **APIs** with clear KPIs, collaborating with **Dev**, **QA**, and **UX** to ensure traceability and quality.

Company Name: Arla Foods, Riyadh, KSA.

Oct 2019- May 2022

Project: I) Supply Chain Mgmt. | **Agile**

Role: Business Analyst

Responsibilities

- Translated **product vision** into **epics** and **user stories** with clear **acceptance criteria**; collaborated with stakeholders to prioritize backlog and align deliverables with business goals.
- Facilitated sprint planning, **JAD** sessions, **retrospectives**, and demos to ensure iterative value delivery using **Scrum** best practices.
- Created **UML** diagrams, process flows, and wireframes in **MS Visio** to streamline supply chain operations and improve brand management efficiency by 30%.

II) Financial Management | Waterfall

Responsibilities

- Conducted **AS-IS/TO-BE** modeling and end-to-end **financial process gap** analysis, enabling optimization of accounts payable and reporting workflows.
- Utilized **MoSCoW** prioritization and maintained **RTM** to ensure delivery of key features aligned with compliance and audit readiness.
- Partnered with technical teams to support Salesforce Lightning Web Components (**LWC**) integration for enhanced financial **dashboarding**

Company Name: Dr. Mamdooh Ashy Hospitals, Jeddah, KSA.

August 2018- Sept 2019

Project: Patient Info. Management System (PIMS)

Role: Business Analyst | **Waterfall**

Responsibilities:

- Elicited **requirements** from HR, Ops, and IT via interviews, **workshops**, and direct observation; authored **BRD**, **FSD**, **SRS**, and **RTM**.
- Executed **SAUDI MOH-compliant** Waterfall delivery; mapped patient care processes using **BPMN/UML** and conducted impact assessments for **stakeholders**.
- Delivered post-launch **ServiceNow** support (**HRSD/non-HR**) including **JAD** sessions, **root-cause analysis**, and post-implementation hyper-care.

Company Name: Wathba International Company Ltd, Jeddah, KSA

June 2014- July 2018

Project: Wathba Merger

Role: Asst. Manager-Operations

Responsibilities:

- Managed IT service delivery, trade ops, SLA compliance, and ERP-based inventory during the Wathba-Ashy Group merger.
- Integrated WooCommerce with inventory systems for real-time order sync and implemented ZKTeco fingerprint automation into MS SQL for accurate time-tracking and reporting.

Company Name: GlobalLogic

May 2011-May 2014

Client: Google Inc., Hyderabad, India,

Project: Content Engineering

Role: Sr. Analyst/Team Lead,

Responsibilities:

- Validated and **tested** front-end Maps interfaces and internal tools for **Google Maps** Local Data Operations, ensuring **GIS** data accuracy and consistency of **linear road segments** across platforms.
- Created ad-hoc reports and **dashboards** using Excel, **VB Script**, and Macros to support data-driven decision-making; coordinated with vendors to validate third-party **geospatial** data and support Maps program execution and innovation.