**Ashay Pillewan | Business Analyst**

Certified Business Analyst | Certified Agile Professional | Scrum Master (PSM) Trained | Product Owner (PSPO) Trained

**Domain:** BFSI, Payment, Healthcare, CRM, and Power & Utilities

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**PROFILE SUMMARY**



* **Business Analyst and an AI/ML Cloud enthusiast with 9+ years of professional experience spread across Business Analysis and Pre-Sales.**
* Passionate about translating project visions and objectives into reality, offering tangible results in line with client expectations.
* Expertise in full software life-cycle implementation, writing BRD / FRD / handling change request / supporting development team.
* Expert knowledge of SDLC processes and development methodologies, including Agile (Scrum, SAFe), Kanban, and Waterfall.

**KEY SKILLS**

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| * Agile (Scrum) and Waterfall Methodologies * Business Requirement Documentation (BRD) * Requirement Elicitation & Gathering * UML & Data Modelling * Stakeholder Management * Wireframe & Prototyping | * Project Management * Business Process Design * Product Backlog Prioritization * Release Management * Change Request Management * Roadmap Planning * GAP Analysis & Use Cases * Requirement Analysis * UML Diagram | * User Stories, Acceptance Criteria, Epics & Features * Functional & Regression Testing * Data Analysis & Visualization * Requirement Traceability * REST API’s Validation * User Acceptance Testing (UAT) * JIRA Xray |

**TOOLS**

Jira | Confluence | Postman | MySQL | Microsoft Power BI | Tableau | Azure RP | Microsoft Azure | Microsoft Project | Microsoft Visio | Balsamiq | MS Excel | MS Word & PowerPoint

**WORK EXPERIENCE**



**Business Analyst Sept 2019 - Present**

*Colliers, Mumbai*

* Led the business analysis for multiple enterprise-level projects focused on digital transformation, AI integration, and process automation, driving significant improvements in operational efficiency and customer satisfaction.
* Gathered and documented business requirements translated them into functional specifications and worked with development teams to deliver custom AI-powered solutions in areas such as predictive analytics and customer personalization.
* Elicit & Translate Business requirement to User Stories / BRD / FRD / SRS.
* Conduct Gap Analysis / Scope Analysis / Impact Analysis on Business Process using techniques like use case diagrams (UML) / Context Diagram (Data Flow Modelling) / BPMN (process modelling) / Flow charts.
* Conduct AS-IS and TO-BE Analysis and suggest Fit for Business Solutions by designing a Change Strategy.
* Organize & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
* Prioritize Requirements using MOSCOW and Business Value methods.
* Deliver comprehensive requirement documents, including BRD, FRD, SRS, Use Cases, Process Flows, Change Requests, Traceability Matrices, and Mind Map.
* Communicate client’s business requirements by constructing easy to understand data and process models.
* Involved in creating prototypes, wireframes and mockups for product and service development.
* Verification / Validation of requirements to ensure they deliver business value by conducting various Reviews and workshops with clients.
* Performed quality assurance (functional testing) and user acceptance testing facilitating on-time, on-budget and acclaimed “go-live” of the application.
* Act center point of contact for all project activities consulting with Delivery Managers.

**Business Analyst Nov 2017 - Aug 2019**

*Service & Trade, Muscat*

* Involved in overall activities related to Business Strategic Planning & IT-automation.
* Engaged with key stakeholders and business owners to prioritize the business problems.
* Organized & Lead Requirement Gathering (Elicitation) meetings using techniques like Interviews, Questionnaires, Interface Analysis, Document Analysis, Brainstorming Sessions, and Focus Group Discussions.
* Conducted Gap Analysis, Scope Analysis, Impact Analysis on Business Process using techniques like use case diagrams (UML), Context Diagram, BPMN, Flow charts.
* Conducted AS-IS & TO-BE analysis and suggested the best fit for Business Solutions.
* Prioritized requirements using MOSCOW and Business Value methods followed by documenting them as BRD, FRD, Change Request.
* Participated in various Scrum Ceremonies by sharing opinions on process & product innovation.

**Business Analyst Jan 2015 – Oct 2017**

*Inox, Mumbai*

* Performed Requirement Gatherings, Gap Analysis, Managed Change Request, Go-Live assistance till post implementation support and functional testing.
* Delivered Functional Requirement Document (FRD), Business Requirement Document (BRD), UML Diagrams, Use Cases and Training Document.
* Used Prioritization techniques like MOSCOW and Business Value.
* Managed pre-sales activities such as proposal preparation, responding to RFI and RFQ to international power utilities across the globe.

**Business Analyst & Pre-Sales Engineer July 2013 - Jan 2015**

*Godrej Interio, Mumbai*

* Led the comprehensive implementation of Highrise ERP, facilitating the migration from BaaN to Infor LN. Managed all phases from requirement gathering and gap analysis to change request handling, Go-Live support, and post-implementation functional testing.
* Produced key project documentation, including Functional Requirement Documents (FRD), Business Requirement Documents (BRD), UML diagrams, use cases, and detailed training materials to ensure seamless knowledge transfer and system adoption.
* Applied prioritization methodologies, such as MOSCOW and Business Value analysis, to effectively manage project scope and deliverables in alignment with strategic business objectives.
* Spearheaded pre-sales efforts, including proposal development, and responding to RFIs and RFQs, engaging with global power utilities to expand business opportunities and drive international sales.

**PROJECTS**



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| --- | --- |
| **Construction ERP (Highrise)** - *Effectively managed to build software to prepare budgetary estimates for fit-out projects to respond quickly to clients across the globe.* | **BaaN to Infor LN** – *Strategies and implemented the migration from the BaaN to LN Infor, an ERP, for the manufacturing unit for the global business.* |
| **Co-Pro –** *Formulated the software as a BA for providing project team members with a channel for communicating, viewing project documents, logging forms and workflow assignment to digitize the processes.* | **Co-Gence** - *Formulated the product as a BA, AI (Artificial Intelligence) enabled Project Management tool for detection of construction anomalies & defects to generate high precision Quality reports.* |

**CERTIFICATIONS**



* Certified Business Analyst from IIBA Regulatory Institute, ***COEPD***
* Certified Agile Professional (Scrum Master & Product Owner Trained), ***COEPD***
* AIML Foundation, ***SPJIMR***
* Scrum Foundation Professional Certification SFPCTM, ***Certiprof***
* Scrum Fundamental Certified SFCTM, ***Scrum Study***
* Lean Six Sigma White Belt, ***Management and Strategy Institute***
* Jira Project Management, ***Great Learning Academy***
* Jira Fundamentals, ***Atlassian***
* UX (User Experience), ***Accenture***
* Microsoft Power BI, ***Simplilearn***
* Tableau, ***COEPD***
* Microsoft Excel, ***Simplilearn***

**EDUCATIONAL QUALIFICATIONS**



* Post Graduate Executive Management Program (MBA), SPJIMR 2023
* Bachelor’s in civil engineering (VJTI, Mumbai), 2013