

# HARIKRISHNA SURESHKUMAR PILLAI

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## PROFESSIONAL SUMMARY

Business Systems Analyst with 5+ years driving enterprise data platforms, AI/ML initiatives, and regulatory compliance in financial services. Expert in translating complex business requirements into scalable cloud solutions across Azure and Databricks ecosystems. Proven track record delivering 30+ enterprise initiatives, standardizing data governance across 15+ stakeholder groups, and improving team performance by 25% through data-driven insights. Specialized in AI readiness, responsible AI implementation, data governance, and cross-functional stakeholder management. Proficient in Azure, Databricks, SQL, Python, LLMs, and prompt engineering.

## PROFESSIONAL EXPERIENCE

### Consultant, Business System Analysis

May 2024 – Present

CIBC

Toronto, ON

- Delivered 30+ enterprise data, cloud, and AI/ML initiatives by coordinating cross-functional priorities across Engineering, Risk, Compliance, and Business stakeholders in regulated financial environment
- Standardized data governance and metadata practices across 15+ stakeholder groups, improving regulatory compliance (OSFI, FINTRAC, EFT) and enterprise data usability for advanced analytics and AI use cases
- Completed 55+ detailed project intake estimations supporting executive-level prioritization, resource allocation, and roadmap planning for cloud migration and AI platform initiatives
- Analyzed multi-source datasets using SQL and Excel to identify performance drivers, data quality issues, and optimization opportunities, delivering data-backed recommendations for executive decision-making
- Led UAT, deployment planning, and test strategy for cloud platforms (Azure ADF, ADLS Gen2) and AI/ML solutions, ensuring audit readiness and production reliability
- Mentored 5 new analysts on platform architecture, regulatory requirements, and data governance frameworks, reducing onboarding time and improving delivery consistency
- Received three CIBC Purpose 250 Awards recognizing exceptional contributions to enterprise data platforms, regulatory reporting, and cross-functional delivery driving measurable business impact

### Junior Business System Analyst

April 2022 – May 2024

CIBC

Toronto, ON

- Served as strategic liaison between Engineering, Data Platform teams, and business units to deliver enterprise-scale data, cloud, and AI initiatives aligned with regulatory and operational requirements
- Produced executive-ready documentation including BRDs, SRDs, IRDs, and impact assessments supporting senior leadership decision-making, regulatory reviews, and vendor evaluations
- Identified technology gaps in regulatory and business reporting workflows, enabling cloud-native solutions that improved accuracy, scalability, and audit readiness across Azure and Databricks platforms
- Supported AI readiness initiatives by establishing data quality standards, metadata frameworks, and governance controls ensuring responsible and compliant AI/ML model deployment

### Process Analyst

August 2020 – September 2021

BSC Corp

Markham, ON

- Improved team performance by 25% by designing Power BI dashboards for production monitoring and analyzing daily targets using MS Access, Excel, and SQL queries
- Maintained asset and inventory management database systems using Microsoft Access with data validation and audit controls ensuring data integrity and compliance
- Ensured product quality through systematic testing and troubleshooting of consumer electronics, implementing corrective actions to meet regulatory compliance standards

## EDUCATION

### Post-Graduate Diploma in Electronics Engineering Technology

2018 – 2020

Centennial College

Toronto, ON

### Bachelor of Technology in Electronics and Communication Engineering

2012 – 2016

Mahatma Gandhi University

India

## TECHNICAL SKILLS & CERTIFICATIONS

**AI & Analytics:** LLMs, Prompt Engineering, AI/ML Platforms, Responsible AI & Ethics, Python, R, SQL

**Cloud & Data Platforms:** Azure (ADF, ADLS Gen2, IAM), Databricks (Unity Catalog, DLT), REST APIs

**Data Governance:** Enterprise Data Management, Metadata Management, Regulatory Reporting (OSFI, FINTRAC, EFT), Data Quality, Compliance Frameworks

**Business Analysis:** Requirements Gathering (BRDs, SRDs, IRDs, STMs), Stakeholder Management, Gap Analysis, Solution Evaluation, Technology Advisory, User Stories, Interface Agreements

**Tools & Methodologies:** Agile, Waterfall, JIRA, Confluence, Git, ServiceNow, Visual Studio Code, Visio, MS Suite, Power BI, n8n

**Certifications:** Azure AI Fundamentals (AI-900), Azure Data Fundamentals (DP-900), Scrum Fundamentals (SFC), AI Ethics & Responsible Use (Coursera - University of Michigan)