Anastasia Kalacheva

Business System Analyst

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Professional Summary:

Senior Business Analyst with over 6 years of experience, and strong background in business process optimization, system architecture design, and data flow modeling. Excellent at writing comprehensive specifications like BRDs, FRDs, and SRS, to align with both business strategy and solution quality. Proven track record in team leadership, leading key projects within fintech, healthcare, SaaS, and IT consulting domains. Skilled in UML, BPMN, REST API, SQL, Python, and Agile methodologies.

Education:

MSc Software Engineering, University of Europe for Applied Sciences, Germany   03/2024 - 03/2025

BSc Applied Computer Science in Economics, Plekhanov Russian University of   09/2010 - 06/2013
Economics

Work Experience:

SENIOR BUSINESS SYSTEM ANALYST   12/2023 - Current

ELMA365 | IT Consulting | Product: Low-code SaaS Development Platform

Responsibilities: Work with Stakeholders to translate business requirements into technical specifications, user stories, and acceptance criteria; Identify areas for improvement and design optimal solution; Conduct validation and verification processes. Facilitate Agile ceremonies (stand-ups, sprint planning, and retrospectives); and pre-sale activities (product presentation, business proposal preparation).

Key Achievements:

- Implemented a CRM system, redesigned the fulfillment process for tracking, managing, and analyzing the sales cycle. As a result, lead conversion rate increased by 18%.
- Deployed a Service Desk ITIL system, reducing customer request processing time by 33%. Developed a data analytics flow and reporting dashboards to enhance SLA monitoring.

Tools: User Stories, UML, BPMN, DFD, Figma, Postman, JavaScript, SQL, Python, JSON, Agile.

SENIOR BUSINESS ANALYST   09/2021 - 12/2023

Laboratory Gemotest | Healthcare | Product: Telemedicine

Responsibilities: Manage product requirements, ensuring alignment with business goals and user needs, create reports to extract data-driven insights. Cross-functional collaboration with key teams, especially Medicine, Marketing, to prioritize the backlog and define scope of solutions, and with developers to lead successful implementation.

Key Achievements:

- Launched Telemedicine app, included automated appointment scheduling with integrated payment system that increased daily consultations and contributed to 3.4% YoY revenue growth.
- Improved regulatory compliance and operations process through ERP integration, mapped and enriched over 100,000 records, which allowed 25% time savings for processing patient workflows.

Tools: Power BI, SQL, Python, Postman, REST API, SOAP, JSON, UML, BPMN, Figma, Agile, Jira, Confluence.

PRODUCT MANAGER   11/2020 - 08/2021

WCH Service Bureau | Healthcare | Product: Electronic Medical Records (EHR)

Responsibilities: Backlog management, MVP definition, customer consulting; requirements elicitation and specification; designing user interfaces (UX/UI); implementation leadership.

Key Achievements: Designed and launched features like data auto-fill and image recognition, which cut application processing time by 30% and supported improvement of customer satisfaction.

Tools: Figma, Amplitude, Firebase, Google Analytics, Agile, Jira, Confluence.

PRODUCT MANAGER   12/2019 to 10/2020

GFC-Russia | Food Retail | Product: B2B Ordering Application

Responsibilities: Conducted in-depth market and client analysis; extracted client insights and created the backlog features and MVP scope; led the application implementation from scratch.

Key Achievements: Launched B2B ordering app that transitioned clients from offline to digital; improved operational efficiency and reduced order processing time by 45%.

Tools: Google Analytics, Power BI, Figma, Agile, Jira, Confluence.

Certificates:

- **Practical Machine Learning for AI**, Cardiff University, 2024
- **Data Analytics with Python,** Futurelearn, 2025
- **Microsoft Dynamics 365 Sales,** CloudSwyft Global Systems, 2025

Skills and tools:

- Requirements Analysis: User Stories, Use Cases
- AS-IS /TO-BE analysis: BPMN, EPC, UML, IDEF0
- Data Analytics: Python, SQL, Power BI, Tableau
- Prototyping: Figma, Adobe
- Integrations: REST, Kafka, SOAP, HTTP, Postman
- Teamwork: Agile, Scrum, Slack, Jira, Confluence

Languages:

- English (C1)
- German (A2)
- Russian (native)