

Rahul Jogi

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Open to On-Site | Hybrid | Remote | Relocation

Professional Summary

Results-driven **IT Business Systems Analyst** with 5+ years of experience delivering **enterprise solutions across FinTech, AI/ML/NLP, Cloud, and Retail domains**. Expert in **requirements engineering, stakeholder management, business process optimization, data governance, and regulatory compliance**. Proven track record of leading **end-to-end SDLC & STLC lifecycles** from requirements → design → build → test → deploy → hypercare while ensuring **alignment with PCI DSS, GDPR, SOX, AML/KYC, ISO 27001, and ITIL frameworks**. Adept at **bridging business and technical teams** to build secure, scalable, **cloud-native, API-driven, and AI-powered platforms**.

Core Competencies

Requirements & Analysis:

Requirements Gathering • Stakeholder Analysis & Management • Stakeholder Communication • Business Needs Assessment • Functional / Non-Functional / Technical Requirements • Business / System Requirements (BRD, FRD, SRS, TDD) • Interface Specs (ISD, ICD) • Requirements Traceability (RTM) • Gap / Impact / Feasibility / SWOT / Cost-Benefit / Risk / RCA Analysis

Process & Solution Design:

As-Is / To-Be Mapping • Business Process Analysis, Reengineering & Optimization • BPMN 2.0 • UML • DFD • ERD • Process Flow Diagrams • Wireframes • Mockups • Prototypes • Product Backlog Management • Backlog Grooming & Prioritization • Change Management • Configuration & Release Management • Version Control • SOPs / Runbooks / Playbooks

Testing & Quality Assurance:

Test Strategy • Test Planning • Test Cases • Test Scripts • Test Data Prep • Unit / System / Integration / Regression / Performance / Security / UAT / SIT Testing • Defect Logging, Tracking & Triage • Bug Reporting • Automated Testing (Selenium, Postman, JMeter) • Go-Live & Hypercare Support • Post-Deployment RCA

Technology & Tools:

SaaS Platforms • APIs • Microservices • Event-Driven Architecture • Cloud (AWS, Azure, GCP) • IAM • SSO • OAuth2.0 • OpenID • ETL • Data Warehousing • BI (Power BI, Tableau, Looker) • SQL • NoSQL • Python • R • Git • GitHub • Bitbucket • Jira • Confluence • Azure DevOps • ServiceNow • Salesforce • Oracle Financials • SAP • Workday • MS Dynamics 365 • Netsuite • Snowflake • Databricks

AI/ML/NLP & Data:

Chatbot Development Lifecycle • NLP / LLM Model Integration • Sentiment Analysis • Predictive Analytics • Training Data Specification • Annotation Schema • Model Evaluation (Accuracy, Precision, Recall, F1,

BLEU/ROUGE) • A/B Testing • Data Governance • Data Quality • Data Lineage • Metadata Management • Data Privacy & Security (GDPR, CCPA, PIPEDA)

Compliance & Frameworks:

PCI DSS • AML / KYC / CTF • SOX • PSD2 • Open Banking • Basel III • MiFID II • IFRS / GAAP • FINTRAC • SEC / CSA • ISO 27001 / 22301 / 9001 • SOC 1 / SOC 2 • ITIL • SDLC • STLC • Agile (Scrum, Kanban, SAFe) • Waterfall • DevOps • CI/CD

Professional Experience

Business Systems Analyst – ERP | Retail | Compliance

Xomic Infotech Pvt. Ltd. | Ahmedabad, India | 08/2022 – 08/2023

- Conducted stakeholder interviews, workshops, and focus groups to elicit business, functional, and non-functional requirements.
 - Authored BRD, FRD, SRS, SDD, RTM ensuring end-to-end traceability and audit compliance.
 - Modeled as-is/to-be business processes, BPMN 2.0 workflows, user journeys, personas, business rules, and exception handling.
 - Performed gap, impact, feasibility, cost-benefit, and risk analysis for Oracle Retail (RMS, RPM, ReSA) implementations.
 - Developed ISD/ICD, DFD, ERD for integrations, data migration, and API-based interfaces.
 - Managed UAT, SIT, regression, performance testing; logged and triaged defects using Jira/Azure DevOps.
 - Led release readiness, cutover planning, go-live support, hypercare, and post-deployment RCA documentation.
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Technical Delivery Lead (Agile BSA / Scrum PO Proxy)

Floatbot.ai | Bengaluru, India (HQ: USA) | 08/2020 – 08/2022

- Served as Product Owner proxy, leading Agile ceremonies: backlog refinement, sprint planning, standups, reviews, retrospectives.
- Delivered AI-powered chatbots, virtual assistants, NLP-based sentiment analysis, and LLM-driven recommendation engines.
- Defined training data requirements, annotation schema, intent/entity definitions, dialog flows, fallback scenarios, and multilingual support.
- Partnered with ML engineers to define model evaluation metrics (accuracy, F1, latency) and monitored drift, retraining cycles.
- Integrated SaaS, APIs, and microservices with RBAC, SSO, OAuth2.0/OpenID, IAM security controls.

- Enforced Responsible AI, fairness audits, explainable AI (XAI), and AI governance policies across the delivery lifecycle.
 - Improved delivery velocity by 15% by optimizing backlog grooming, prioritization, and stakeholder alignment.
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Business Analyst

CRB Tech Solutions Pvt. Ltd. | Pune, India | 11/2019 – 08/2020

- Gathered and analyzed requirements for financial and cloud-based enterprise systems.
 - Developed BRD, FRD, SRS and created UML, BPMN, ERD, and DFD diagrams for system design.
 - Supported integration testing, UAT, and post-deployment production support.
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Business Analyst

Kyra Solutions, Inc. | Ahmedabad, India (HQ: USA) | 06/2018 – 11/2019

- Led stakeholder analysis, feasibility studies, and cost-benefit assessments for regulatory technology solutions.
 - Documented business rules, acceptance criteria, and RTM to support Agile and Waterfall projects.
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Sr. IT Recruitment Consultant (IT Domain)

IMS People Pvt. Ltd. | Ahmedabad, India | 07/2016 – 06/2018

- Collaborated with IT managers to define cloud, infrastructure, and workforce requirements.
 - Built foundational knowledge of enterprise technology stacks, security frameworks, and project delivery practices.
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Education

- **MBA, Business Analytics** – University Canada West (*Expected 06/2025*)
 - **B.E., Electrical Engineering** – Gujarat Technological University, India
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Certifications (In Progress)

CBAP • CCBA • ECBA • IIBA-AAC • Certified Scrum Master (CSM) • Lean Six Sigma Green Belt

Selected Achievements

- Delivered audit-ready Oracle Retail FDDs, SRS, and compliance deliverables with 100% success rate.
- Led AI chatbot/NLP projects from design to deployment, ensuring Responsible AI & regulatory compliance.
- Modeled BPMN-based FinTech and retail processes, reducing operational inefficiencies by 20%.
- Facilitated UAT, training, and hypercare support, improving adoption and reducing post-go-live issues by 30%.
- Consistently aligned deliverables with PCI DSS, GDPR, SOX, AML/KYC, ISO 27001 standards.