Rahul Jogi

AI Business Solutions Analyst/ SaaS Product Owner/ Customer Success Manager

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Open to On-Site | Hybrid | Remote | Relocation

Professional Summary

Results-driven **Business Analyst** with 7+ years of experience delivering large-scale I&IT solutions across FinTech, Cloud, Retail, and AI/ML domains. Proven expertise in **UML (use cases, activity, sequence, and state diagrams), business/data modeling, and requirements engineering** to drive enterprise digital transformation. Adept at conducting **JAD sessions, stakeholder interviews, and mock-ups** to gather business, stakeholder, functional, non-functional, and data requirements. Skilled in **Agile and Waterfall** delivery, **ETL specifications, data sharing and ingestion**, and ensuring **alignment with AODA, OPS Unified PM Methodology, and Enterprise Architecture** standards. Recognized for **analytical thinking, problem-solving, decision-making, and stakeholder engagement** to deliver secure, scalable, and compliant I&IT solutions on time.

Core Competencies

Business Analysis: UML, BPMN 2.0, Use Case Modelling, Activity/Sequence/State Diagrams, DFD, ERD, Process & Data Flow Modelling, Conceptual & Logical Data Modelling, Business Rules & NFRs
Requirements Engineering: JAD Sessions, Interviews, Workshops, Mock-ups, BRD, FRD, FRS/SRS, RTM, Epics & User Stories, Backlog Grooming, Prioritization
Delivery & Methodologies: Agile (Scrum, Kanban), Waterfall, OPS Unified PM Methodology, Enterprise Architecture, SDLC, STLC, Re-engineering, Lean Process & Change Management
Data & BI: SQL (RDBMS), ETL Specs, Data Warehousing, Power BI, Tableau, Data Ingestion, Data Sharing, Emerging I&IT Technologies
Tools & Platforms: Jira, Confluence, Azure DevOps, ServiceNow, Salesforce, Oracle Retail, SAP S/4HANA, MS Dynamics 365, Microsoft Visio, Figma, MS Office Suite (Teams, Outlook, Word, Excel, PowerPoint)
Other Skills: Risk & Issue Management, QA Test Planning & Execution, Requirements Traceability, Business Process Improvement, Service Delivery Optimization, AODA Compliance, Information Management Principles

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Professional Experience

Business Solutions Analyst

University Project: Digital Transformation – University Registrar Office | Vancouver, BC | 09/2023 – 06/2025

- Gathered **business, functional, and technical requirements** for SaaS and financial platforms using **JAD sessions**.

- Led **JAD sessions, interviews, and workshops** to elicit and validate business, stakeholder, functional, and non-functional requirements.

- Modeled **as-is and to-be processes** using **UML (use cases, activity diagrams, sequence diagrams, state diagrams), BPMN, workflows, and user journeys.**

- Planned, executed, and oversaw the entire **SAP S/4HANA** implementation or migration project from start to finish.

- Authored **BRD, FRS/SRS, and RTM,** ensuring end-to-end requirements traceability and audit readiness.

- Defined **ETL requirements, data flows, and data sharing architecture** for omnichannel platform integration.

- Partnered with SMEs to create **conceptual and logical data models, business rules, and NFRs** for new retail systems.

- Created **Power BI dashboards** to analyze sales trends and operational KPIs; supported data-driven decision-making.

- Facilitated **backlog grooming, user story creation, sprint reviews, and UAT** under Agile Scrum using Jira/Confluence.

Business Solutions Analyst & Project Coordinator (ERP/FinTech/Compliance)/ Almost the CTO

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

- Gathered **business, functional, and technical requirements** for SaaS and financial platforms using **JAD sessions**.

- Conducted **requirements gathering via JAD, interviews, mockups, surveys** for Oracle Retail modules (RMS, RPM, ReSA).

- Designed **use case, process, data flow, conceptual and logical data models, ERD, DFD, ISD, and ICD diagrams** to capture requirements.

- Authored **BRD, FRD, SRS, SDD, RTM** and defined **ETL specs for data ingestion and migration** across systems.

- Analyzed business requirements and configured **SAP S/4HANA** to meet specific business needs, such as embedded production planning or finance functions.

- Performed **gap, feasibility, SWOT, cost-benefit, and risk analyses** aligned with OPS and Enterprise Architecture principles.

- Executed **UAT, SIT, regression, performance, and security testing**, managing test planning, defect triage, and traceability.

- Developed **Power BI dashboards, SQL queries, and data reconciliation reports** to support operations and audits.

- Drove **change/release management, version control, go-live planning, and hypercare** support post-deployment.

AI Business solutions Analyst (Agile BSA / Product Owner Proxy)/ Client Success Manager/ Almost the CTO

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

- Acted as **Agile BSA and PO Proxy**, managing **backlog grooming, Epics, user stories, prioritization, and sprint ceremonies**.

- Captured **business rules, workflows, use cases, data flows, and functional specs** during JAD sessions.

- Delivered **AI/NLP-based platforms** using **UML, BPMN, mockups, prototypes, wireframes**, and stakeholder signoff.

- Developed a strategic roadmap for the **S/4HANA** implementation and migration pathways.

- Authored **ETL and data integration specs**, executed **SQL queries**, and validated data ingestion pipelines.

- Applied **AODA principles, data privacy, and Responsible AI** guidelines during system design and delivery.

- Created **Power BI datasets/reports** for enterprise-wide analytics and performance measurement.

Full-Stack Development Trainee (BA/QA Roles focused)

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

- Gathered **business, functional, and technical requirements** for SaaS and financial platforms using **JAD sessions**.

- Created **BRD, FRD, SRS, UML diagrams, BPMN workflows, ERD, and DFDs** for architecture signoff.

- Executed **UAT, integration, and regression tests**, managing traceability through **RTM**.

- Delivered **ad-hoc analytics and dashboards in Power BI** and validated data through **SQL queries**.

Business Analyst (FL State government's project requirements gathering)

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

- Performed **feasibility studies, cost-benefit analysis, and risk assessments** for public sector service delivery projects.

- Modeled **as-is / to-be business processes, user journeys, personas, and workflows** for modernization initiatives.

- Created **change requests, RTM, test cases, acceptance criteria** and delivered under **hybrid Agile-Waterfall**.

- Integrated **multi-source data (SQL, Excel, APIs) into Power BI** for reporting and monitoring KPIs.

Jr. Business Analyst (Recruitment Solutions Standpoint)

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

- Supported **requirements gathering and documentation (BRDs, process maps, functional specs)** for HR automation.

- Participated in **JAD sessions, stakeholder interviews, and walkthroughs** ensuring alignment and clarity.

- Assisted with **UAT planning, execution, and requirements traceability**, maintaining **Confluence repositories**.

Education

- **MBA, Business Analytics** – University Canada West, Canada (06/2025)

- **B.E., Electrical Engineering** – Gujarat Technological University, India

Certifications

- CBAP (Certified)

- Certified Scrum Master (CSM) | Lean Six Sigma Green Belt (In Progress)

- PMP (In Progress)

Selected Achievements

- Delivered **audit-ready Oracle Retail FDDs, SRS, and compliance deliverables** with 100% success rate.

- Led **AI/NLP chatbot projects** from design to deployment ensuring **Responsible AI & AODA compliance**.

- Modeled **UML/BPMN-based FinTech & retail processes**, reducing operational inefficiencies by 20%.

- Facilitated **UAT, training, and hypercare support**, reducing post-go-live issues by 30%.

- Consistently aligned deliverables with **PCI DSS, GDPR, SOX, AML/KYC, ISO 27001** standards.