

RAHUL JOGI

Business Analyst – Public Sector, Financial Services & Enterprise Systems (FinTech & InsureTech)

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Summary

Business Analyst – 5+ Years in Public Sector and Financial Services

Dynamic business analyst with a Bachelor's in Electrical Engineering (STEM), an MBA in Business Analytics in progress, and 5+ years of experience in public sector, regulatory, and financial services environments, specializing in service delivery, licensing, compliance-related systems, HRMS, IAM frameworks, and real estate business processes (lease management, tenant operations) under ISO 9001, ISO 27000, ISO 27001, PIPEDA, and FIPPA frameworks. Experienced in cross-departmental collaboration with over 20+ stakeholder groups to co-design solutions in complex public sector ecosystems, I excel in compliance assessments and coordinating with privacy and security teams on public sector initiatives. I contribute to policy recommendations and service delivery enhancements within licensing and regulatory systems. Familiar with MB-900: Microsoft Dynamics 365 Fundamentals, Yardi Voyager, Elevate, RentCafe, AB&F, and Microsoft Entra ID, I analyze and translate complex business and functional requirements into system functionality. Proficient in Agile/Hybrid Agile, BABOK, Lean, JIRA, SQL, and MS Office (Visio, Excel, SharePoint), I facilitate requirements gathering, conduct gap analysis, develop user stories, use cases, flow diagrams, wireframes, and functional specifications, and support UAT, change management, and training preparation. With excellent communication and stakeholder engagement skills, I ensure system design aligns with business needs, driving business process improvements remotely.

Core Competencies

Business Analysis, Service Delivery Systems, Licensing Systems, Compliance-Related Systems, Real Estate Processes, HRMS Implementation, IAM Frameworks, Analyze Complex Requirements, Translate Functional Requirements, Requirements Gathering Sessions, Process Walkthroughs, Gap Analysis, Current vs. Future State Processes, Fit-Gap Analysis, User Stories, Use Cases, Flow Diagrams, Functional Specifications, Wireframes, Ensure System Design Aligns with Business Needs, UAT Planning and Execution, Business Process Improvements, Policy Recommendations, Change Management, Training Preparation, Stakeholder Communications, Compliance Assessments, Privacy Impact Assessments, Source-to-Target Data Mapping, Transformation Rules, Data Quality, Business Case Creation, ROI Analysis, RFP Preparation, SOPs, Requirements Traceability Matrix, Feasibility Studies, Agile/Hybrid Agile, BABOK, Lean, JIRA, Azure DevOps, SQL, Oracle, MongoDB, HDFS-based Big Data, Microsoft Dynamics 365 CRM, Microsoft Entra ID, Microsoft Power Platform, Figma, Visio, Miro, SharePoint, Stakeholder Engagement, Communication Skills, Regulatory Frameworks (PIPEDA, FIPPA), Capital Markets, UML, APIs, Conditional Access, Identity Governance, Entitlement Management, Cross-Departmental Collaboration, Performance Feedback Cycles, Structured Goal-Setting

Highlights of Qualification

- Core Skills: Requirements Analysis, Gap Analysis, Stakeholder Engagement, SQL, UAT, Process Improvement, Policy Recommendations
 - Technical Tools: Microsoft Office Suite (Word, Outlook, Excel, Visio, PowerPoint), SQL Server, JIRA, Confluence, Zoom, Figma, Miro, Azure DevOps, SharePoint, Boomi
 - Methodologies: Agile/Hybrid Agile, BABOK, Lean, SDLC, Change Management
 - Strengths: Excellent Communication Skills, Detail-Oriented Documentation, Strong Facilitation, Creative Problem Solver
 - Expertise: Service Delivery Systems, Compliance Systems, HRMS, IAM, Real Estate Processes, User Stories, Flow Diagrams, Wireframes, Functional Specifications
 - Software: Microsoft Dynamics 365 CRM, Microsoft Entra ID, Power Platform, SaaS Environments
 - Databases: SQL Server, MySQL, Oracle, MongoDB
 - Programming: SQL (Queries, Views, Stored Procedures), Java, APIs
 - Tools: JIRA, Confluence, Zoom, Azure DevOps, DOORS, GIT, Figma, Visio, Miro, SharePoint
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Experience

Project Coordinator cum Business Analyst (Business Analyst)

Xomic Infotech Pvt. Ltd. (FinTech SaaS) | Ahmedabad, GJ, India | Aug 2022 - Aug 2023

- Analyzed and translated complex business and functional requirements into system functionality to support licensing, compliance, and operational service delivery, improving efficiency by 15%.
- Facilitated requirements gathering sessions and process walkthroughs, creating user stories, use cases, flow diagrams, and functional specifications for compliance-related systems.
- Conducted gap analysis and fit-gap analysis to define current vs. future state processes, aligning with PIPEDA, FIPPA, and real estate processes, boosting client satisfaction by 18%.
- Ensured system design aligned with business needs using JIRA in Agile/Hybrid Agile, developing wireframes with Figma and Visio for early validation.
- Supported UAT planning and execution, resolving data quality issues with SQL queries on Oracle, achieving 95% SLA adherence.
- Coordinated with compliance and privacy teams, ensuring alignment with frameworks like ISO 27001, PIPEDA, and FIPPA, and conducted privacy impact assessments.
- Contributed to business process improvements, policy recommendations, RFP preparation, and business case creation with ROI analysis, streamlining workflows by 12%.
- Assisted in change management activities, including stakeholder communication, training materials, and adoption strategy.

Technical Delivery Lead (Business Analyst)

Floatbot.ai (FinTech/InsureTech SaaS) | Bengaluru, KA, India | Aug 2020 - Aug 2022

- Analyzed and mapped source-to-target data, documenting transformation rules for compliance, HRMS, and IAM systems, enhancing performance by 15% using Agile/Hybrid Agile and JIRA.
- Supported Conditional Access, Identity Governance, and entitlement management workflows across enterprise IAM implementations, improving security by 12%.
- Collaborated on federal and municipal public sector projects including customer service based in Ontario regarding rebate systems, privacy impact assessments, and digital service enhancements, improving efficiency by 12%.
- Effectively delivered remote collaboration and analysis across cross-functional teams using Zoom, JIRA, and Confluence, engaging over 20+ stakeholder groups.
- Facilitated workshops, developing user stories, use cases, flow diagrams, and functional specifications for service delivery and Capital Markets systems.
- Conducted fit-gap analysis and investigated data quality issues using SQL on Oracle and MongoDB, supporting data repair and migration.
- Assisted in change management activities, including stakeholder communication, training materials, and adoption strategy, improving user adoption by 12%.
- Supported UAT, RFP preparation, and requirements traceability matrix creation, achieving 95% SLA adherence.
- Engaged proactively with suppliers to resolve incidents, aligning with supplier management best practices.

NodeJS Intern

Floatbot.ai (NLP-based AI Product) | Bengaluru, KA, India | Aug 2020 - Nov 2020

- Supported requirements elicitation and documentation for compliance-related systems, improving process clarity by 8%.
- Assisted in data validation and troubleshooting using SQL, enhancing system reliability by 8%.

Full-stack Trainee

CRB Tech | Pune, MH, India | Oct 2019 - Aug 2020

- Supported business process analysis, creating flow diagrams and use cases for SaaS projects, improving documentation accuracy by 10%.
- Assisted in system testing and stakeholder engagement for service delivery systems.

Business Acquisition Specialist

Kyra Solutions, Inc. (State Departments, US) | Lakeland, FL, US | Jun 2018 - Nov 2019

- Facilitated requirements gathering, creating user stories and flow diagrams for service delivery systems, aligning with regulatory frameworks.
- Supported stakeholder communications and training preparation, improving system adoption by 10%.

Sr. IT Recruitment Consultant

IMS People Pvt. Ltd. (Empresaria Group, UK) | Ahmedabad, GJ, India | Jul 2016 - Jun 2018

- Coordinated with clients to gather requirements, improving satisfaction by 15% through stakeholder engagement.
- Supported software operations by documenting SOPs and troubleshooting issues, enhancing system reliability by 10%.

Education

MBA, Business Analytics – In Progress

University Canada West, Vancouver, BC | Expected June 2025

B.E., Electrical Engineering (STEM)

B. H. Gardi College (GTU Uni.), Rajkot, GJ | 2016

Achievements

- Improved system efficiency by 15% through requirements analysis and SaaS configuration.
- Boosted client satisfaction by 18% via detailed specifications and stakeholder communications.
- Achieved 95% SLA adherence by supporting UAT and resolving support issues.
- Enhanced business processes by 12% through gap analysis and process improvements.
- Improved system adoption by 10% through training preparation and stakeholder engagement.

Professional Development

- Open to company-sponsored certification and structured training programs; quick learner with onboarding experience.
- Familiar with MB-900: Microsoft Dynamics 365 Fundamentals concepts and working knowledge of CRM customization.
- Foundational understanding of Agile principles; pursuing ICAgile certification (planned Q4 2025).
- Preparing for CBAP (Certified Business Analysis Professional) and Lean Six Sigma Green Belt – targeted for Q1 2026.

- Continuous learner, staying updated on regulatory frameworks (PIPEDA, FIPPA), IAM, HRMS, and real estate processes.
 - Proficient in Microsoft Office Suite (Word, Outlook, Excel, Visio, PowerPoint), SQL, JIRA, Confluence, Zoom, Figma, Miro, Azure DevOps, SharePoint.
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References

Available upon request.