

# Rahul Jogi

## AI Business Solutions Analyst/ SaaS Product Owner

 Toronto, ON |  (236) 865-2049 |  rahuljogi187@gmail.com | 

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

---

### 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.