

RAHUL JOGI

Business Systems Analyst - Financial Services, Capital Markets & Contact Center

(236) 865-2049 | rahuljogi187@gmail.com | Available for hybrid or fully onsite roles, contract, all shifts

Summary

Business Systems Analyst with over 7 years of experience in financial services, capital markets, and contact center systems, driving digital transformation in forward-thinking teams. Proficient in SQL, JIRA, Confluence, PowerPoint, Power BI, Excel, and SAP, I excel in analyzing and documenting business requirements, automating liquidity reports, refining budget models, and delivering presentations to technical and non-technical stakeholders. Skilled in regulatory initiatives (Basel III, LCR/NSFR), ISO 27001 compliance, IVR systems, API integrations, and SAFe Agile methodologies, I optimize processes, enhance system performance, and ensure accurate implementation. Authorized to work in Canada without visa sponsorship.

Technical Skills

- Tools: SQL – Optimized queries for liquidity reporting, reducing processing time by 20%, JIRA, Confluence, Microsoft PowerPoint, Power BI, Excel, SAP, MS Project
 - Methodologies: Agile, SAFe, Kanban, Waterfall, BABOK (Business Analysis Body of Knowledge), BDD
 - Business Skills: Capital Markets Products, Liquidity Reporting, Budget/Forecasting, OM&A Models, KPIs, Business Performance Analysis, Project Controls, Systems Integration, Stakeholder Engagement, Regulatory Initiatives, IVR Systems, API Integrations, Telecommunications
 - Expertise: Financial Services, Contact Center Technologies, Digital Transformation
-

Core Competencies

Business Systems Analyst (BSA), Capital Markets, Banking Client, Financial Services, Contact Center, Analyze and Document Business Requirements, Capital Markets Products, Liquidity Reporting, In-Depth Data Analysis, SQL, Reporting, Compliance, Operational Needs, Budget/Forecasting, OM&A Models, Departmental Cost Centers, Business Performance Analysis, Canada Gas Scorecard, Ad-Hoc Cost Analysis, Operational Data Analysis, KPIs, Scorecards, Regional Financials, Labour Performance, IVR Systems, API Integrations, Cloud-Based Solutions, Collaborate with Stakeholders, Define and Refine Business Processes, System Enhancements, Documentation, Confluence, Manage Tasks, Workflows, JIRA, Prepare and Deliver Presentations, PowerPoint, Power BI, Technical Audiences, Non-Technical Audiences, Work with Development, QA Teams, Accurate Implementation, BDD, User Stories, Acceptance Criteria, CISCO Contact Center, Network Voice Systems, Agile Documentation, Gherkin-Style Scenarios, SAFe Agile Framework, Basel III, LCR/NSFR, Presentation Skills, Communication Skills, Convey Complex Concepts, Problem-Solving Abilities, Attention to Detail, Systems Integration, Project Controls, High-Impact Projects, Fast-Paced, Collaborative Environment, Cutting-Edge Financial Systems, Regulatory Initiatives, Telecommunications, Enterprise IT, Digital Transformation, Forward-

Highlights of Qualification

- Skills: Data Analysis, Capital Markets Products, Liquidity Reporting, Budget/Forecasting, IVR Systems, API Integrations, Regulatory Initiatives, Systems Integration, Stakeholder Engagement, Telecommunications
 - Tools: SQL, JIRA, Confluence, PowerPoint, Power BI, Excel, SAP
 - Methodologies: Agile, SAFe, Kanban, Waterfall, BABOK (Business Analysis Body of Knowledge), BDD
 - Strengths: Communication, Problem-Solving, Attention to Detail, Process Optimization
 - Expertise: Capital Markets, Liquidity Reporting, Contact Center Technologies, Financial Systems, Digital Transformation
-

Experience

Business Analyst cum Project Coordinator, Business Systems Analyst - Capital Markets & Contact Center Xomic Infotech Pvt. Ltd. (FinTech SaaS, 500+ employees) | Aug 2022 - Aug 2023

- Analyzed and documented business requirements for capital markets products and contact center systems, improving compliance by 15%.
- Performed in-depth data analysis using SQL, reducing processing time by 20% for liquidity reporting and IVR optimizations.
- Supported regulatory initiatives (Basel III, LCR/NSFR) by automating liquidity reports, ensuring 100% compliance for banking clients.
- Led system enhancements for capital markets reporting and API integrations, reducing manual effort by 30% via SQL automation.
- Refined OM&A budget models using Excel and Power BI, reducing departmental cost center expenses by 12%.
- Worked in a fast-paced Agile environment, implementing cutting-edge financial systems for real-time liquidity monitoring and IVR solutions.
- Supported telecom clients in optimizing network voice systems, driving continuous improvement per ISO 27001 standards.
- Prepared and delivered presentations in PowerPoint, conveying complex concepts to technical and non-technical stakeholders.

Technical Delivery Lead, Business Systems Analyst - Financial Analysis & Contact Center

Floatbot.ai (FinTech/InsureTech SaaS, 300+ employees) | Aug 2020 - Aug 2022

- Analyzed and documented business requirements for capital markets and contact center systems, improving reporting efficiency by 15% with SQL.
- Performed in-depth data analysis for liquidity reporting and IVR systems, supporting compliance and operational needs for banking clients.
- Applied problem-solving skills to resolve 15+ data discrepancies, improving reporting accuracy by 25%.
- Refined budget and forecasting models using SAP and Excel, enhancing financial planning efficiency by 15%.
- Supported regulatory initiatives (Basel III, LCR/NSFR) and systems integration for API and cloud-based solutions, boosting accuracy by 10% using Project Controls.
- Created documentation in Confluence and managed workflows in JIRA, writing Gherkin-style user stories for BDD in SAFe Agile environments.
- Developed scorecards and KPIs, tracking regional financials and labour performance for stakeholders.
- Collaborated with telecom and banking clients, optimizing CISCO Contact Center features and network voice systems.

Business Acquisition Specialist, Business Analyst - Stakeholder Engagement

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

- Analyzed business processes, gathering requirements to improve efficiency by 12%, focusing on stakeholder engagement.
- Developed reports and presentation materials in PowerPoint, aligning with stakeholder needs for operational performance.
- Collaborated with cross-functional teams to develop solutions, enhancing delivery by 10%.
- Supported process optimization, leveraging analytical skills for project goals.
- Conducted ad-hoc cost and operational data analysis, streamlining procedures for enterprise solutions.

Sr. IT Recruitment Consultant, Business Analyst - Process Optimization

IMS People Pvt. Ltd. (Empresaria Group, UK, 1000+ employees) | Jul 2016 - Jun 2018

- Analyzed processes with Excel, improving efficiency by 15% via data-driven insights, focusing on business analysis.
 - Documented requirements, enhancing reliability by 10% for enterprise solutions.
 - Collaborated with stakeholders, optimizing workflows in fast-paced settings.
 - Supported business performance analysis, developing reports to track operational metrics.
-

Education

MBA, Business Analytics (Business Administration) | University Canada West | Jun 2025

B.E., Electrical Engineering (with Business Administration coursework) | B. H. Gardi College (GTU Uni.) | 2016

Professional Development

- Pursuing CBAP certification (target Q4 2025) with foundational knowledge in IIBA standards.
 - Skilled in SQL, JIRA, Confluence, PowerPoint, Power BI, Excel, and SAP for capital markets, liquidity reporting, budget/forecasting, and contact center systems.
 - Proficient in Payment Gateways (PayUBiz, Paytm; transaction processing, fraud management), supporting financial analysis and operational needs.
 - Experienced in regulatory initiatives, telecommunications, and digital transformation in forward-thinking financial teams.
-

Security & Compliance

- Ensured compliance with ISO 9001/27000/27001 standards in enterprise solution implementations.
- Preserved Confidentiality, Integrity, and Availability (CIA) of information assets per security policies.
- Completed data privacy training, adhering to organizational data privacy policies.