

SUJAL CHAUHAN

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PROFESSIONAL SUMMARY

Strategic and analytical **Senior Business Analyst** with over 15 years of experience bridging the gap between business goals and technical solutions. Expert in **requirements elicitation, process modeling (BPMN), and data-driven decision making** within Agile and Cloud (Azure) environments. I specialize in translating complex business needs into clear functional specifications (FRD/BRD), optimizing ERP/CRM workflows, and driving digital transformation. Adept at utilizing **SQL, Power BI, and Azure Logic Apps** to deliver actionable insights. As a **PMP® and CSM®** certified professional, I combine rigorous project governance with Agile flexibility to lead cross-functional teams and deliver high-value solutions.

CORE COMPETENCIES

- **Business Analysis:** SDLC (Software Development Life Cycle), Requirements Elicitation, Gap Analysis, BRD/FRD Documentation, User Stories & Acceptance Criteria.
- **Process Engineering:** Business Process Modeling (BPMN), Workflow Automation, AS-IS / TO-BE Mapping, Value Stream Mapping.
- **Technical & Data:** Microsoft Azure Fundamentals , API Integration Concepts , Logic Apps, Power BI (Dashboards & Reporting), SQL (Data Querying).
- **Methodologies:** Agile/Scrum, Waterfall, User Acceptance Testing (UAT), Backlog Refinement.

PROFESSIONAL EXPERIENCE

BigLop | Mississauga, Ontario **Senior Business Analyst** | March 2025 – Present
(Transformed from Project Manager role to focus on Requirements & Analysis)

- **ERP Requirements Engineering:** Led the end-to-end elicitation of functional and non-functional requirements for a banking ERP replacement. Conducted discovery workshops to map legacy processes and define "TO-BE" workflows, ensuring alignment with regulatory compliance standards.
- **Azure Migration Strategy:** Partnered with architects to map dependencies for migrating 12 business-critical applications to Microsoft Azure. Defined acceptance criteria for security access controls and high-availability configurations.
- **Process Automation (KYC):** Designed architectural process flows to automate KYC (Know Your Customer) verification. Translated business rules into technical logic for Azure Logic Apps, resulting in a **45% reduction in verification cycle time**.

- **Data-Driven Decision Making:** Defined KPIs and data models for executive Power BI dashboards, enabling stakeholders to visualize live compliance rates and budget utilization, reducing manual reporting by **40 hours/month**.
- **Agile Product Ownership:** Acting as a proxy Product Owner, managed the product backlog, refined User Stories, and facilitated sprint planning sessions, which improved team velocity by **25%**.
- **Change Management:** Orchestrated UAT and user training sessions for the new ERP system, achieving a **90%+ user adoption rate** by addressing stakeholder feedback loops early in the development cycle.

Quantum Lifecycle Partners LP | Brampton, Ontario **Business Analyst** | April 2021 – February 2025 (*Transformed from Project Manager role to focus on Product Definition & Data*)

- **E-Commerce Product Definition:** Gathered and prioritized requirements for a new B2C e-commerce platform. Created wireframes and functional specifications that guided development, contributing to a **25% increase in secondary revenue**.
- **CRM Integration Analysis:** Facilitated the integration of Microsoft Dynamics 365 with production workflows. Conducted gap analysis between business development needs and system capabilities to ensure seamless data synchronization.
- **Operational Intelligence:** Modeled complex inventory data to create Power BI dashboards for customer lifecycle tracking. These insights improved revenue forecasting accuracy by **30%**.
- **Workflow Optimization:** Analyzed ITAD (IT Asset Disposition) workflows regarding data security and compliance. Identified bottlenecks and authored process changes that reduced project delivery timelines by **15-20%**.
- **Revenue Opportunity Analysis:** Collaborated with sales teams to identify resale opportunities from asset returns, integrating these findings into lifecycle strategies to maximize Asset Recovery ROI.

Teleperformance | Toronto, Ontario **Technical Support Supervisor** | November 2019 – April 2021

- **Root Cause Analysis:** Analyzed escalation trends for Apple device support issues to identify systemic process failures. Developed Standard Operating Procedures (SOPs) and knowledge base articles that increased First Contact Resolution (FCR) by **15%**.
- **Performance Optimization:** Utilized call data metrics to identify training gaps, implementing coaching strategies that reduced average resolution time by **20%**.
- **Stakeholder Communication:** Acted as a liaison between logistics, billing, and engineering support teams to resolve complex customer disputes.

Progressive Telecom LLC | Ahmedabad, India **Senior Business Analyst** | January 2014 – September 2018 (*Transformed from Project Manager role to focus on Business Case & Process*)

- **Business Case Development:** Conducted comprehensive feasibility studies and authored data-driven business cases for new interconnection opportunities, providing executive leadership with clear ROI projections.

- **Process Re-engineering:** Mapped end-to-end telecom interconnection workflows. Identified redundancies and implemented process improvements that optimized deployment time and service quality.
 - **Contract & Risk Analysis:** Analyzed multimillion-dollar bilateral agreements with global providers. Ensured terms met technical feasibility and commercial requirements while mitigating regulatory risks.
 - **Cross-Functional Alignment:** Acted as the primary liaison between operations, finance, and technical specialists to ensure seamless implementation of service agreements.
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EDUCATION

- **Bachelor of Business Management (BBM)** | Mangalam School of Management and Technology | 2013 – 2016
- **Diploma in International Marketing** | Ahmedabad Management Association | 2013

CERTIFICATIONS

- **Certified Business Analysis Professional (CBAP)** – IIBA (*Pursuing*)
- **Microsoft Certified: Azure Fundamentals (AZ-900)** – Udemy
- **Project Management Professional (PMP)®** – Project Management Institute
- **Certified ScrumMaster (CSM®)** – Scrum Alliance
- **Salesforce for Customer Service** – LinkedIn Learning