

Uladzimir Cimohau

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Business Analyst

Highly experienced Senior Business Analyst with over 10 years of expertise in requirements elicitation, analysis, documentation, stakeholder management, process improvement, and agile business analysis. Proven track record of driving strategic initiatives, automating business processes, and delivering high-impact solutions in AI, RPA, and financial technology domains. Skilled in managing cross-functional teams, implementing change management best practices, and ensuring compliance with industry standards.

Stakeholder Management: Independently identify and strategically manage diverse stakeholders (including VP, C and Executive level), proactively addressing needs and expectations for project success. Employ advanced communication, negotiation, and conflict resolution skills to build strong relationships and ensure alignment. Experienced in stakeholder analysis, engagement planning, and mitigating stakeholder-related risks.

Requirements Management: Expertly leads end-to-end requirements lifecycle for complex initiatives, employing advanced elicitation, analysis, and documentation techniques (Epics, User Stories). Proven ability to decompose high-level needs into clear, testable specifications, ensuring alignment and traceability within Jira and Confluence. Skilled in stakeholder collaboration, validation, and change management.

Strategic Vision & Data-Driven Decision Making: Orchestrated the development and implementation of product roadmaps, successfully launching multiple RPA and AI products. Skilled in analysing corporate data to build comprehensive strategic roadmaps for RPA and AI automation development. Adept at defining and tracking OKRs, KPIs, SLA to measure product success and inform strategic decisions.

Innovation Leadership: Identifies and explores opportunities for business innovation, facilitating ideation sessions and aligning concepts with strategic objectives. Experienced in applying frameworks like Design Thinking and Lean Startup principles to develop and validate new ideas. Collaborates across teams to drive the development and implementation of innovative solutions, focusing on value creation and positive impact.

Technology Expertise: Proficient in Python and SQL. Deep understanding of RESTful APIs. Excellent knowledge of XML and JSON. Experienced with SOAP, Swagger, and Postman. Familiar with Mobile native and hybrid applications, Web Services, and API services. Exposure to AI stack including LLMs (OpenAI, Gemini, etc.), Cross Encoders, AI Models well tuning, Agent Systems, other.

Agile Methodologies: Proficient in agile development practices, ensuring rapid iteration and continuous improvement of products. Experienced in PoC and MVP development for fast delivery. Skilled in service continuous improvement and the Deming cycle (PDCA). Professional in Agile rituals such as Planning, Backlog Refinement, Daily Stand-ups, Sprint Reviews, and Retrospectives.

LANGUAGE PROFICIENT

- English B2+
- Polish A2

WORK PERMIT

No visa sponsorship is required. I have a legal permit to work under a B2B contract and hold a resident permit in Poland.

ACHIEVEMENTS

In a global corporate landscape, fully automated 15% of all service operations and automated the most labor- and cost-intensive tasks for an additional 20%, starting from the ground up.

Built an AI Assistant from scratch, achieving an F1 score exceeding 94% on customer data, and aligned the solution with industry trends, including multimodal embedding and deep reasoning.

PROFESSIONAL EXPERIENCE

Mindshine Technologies

Business Analyst / AI Expert

Poland

Mar 2023 – Feb 2025

We develop AI assistance that leverages user data to solve a broad range of scenarios, including question answering, business intelligence, content generation, deep reasoning assistance, and more. Moreover, the service employs AI/ML technologies to parse and process a variety of customer content, including PDFs, spreadsheets, videos, etc. It supports multilingual processing of documents and chat in different languages. The company develops the service and implements it in our customers' business processes.

Stakeholder Management: Identified and managed relationships with service owners and external clients to understand their needs and expectations. Conducted regular meetings and workshops to gather input and ensure alignment with project goals. Utilized stakeholder analysis and communication plans to maintain effective communication channels.

Requirements Gathering: Collected, documented, and analyzed high-precision business requirements focusing on API and AI model parameters. Created use cases and user stories to capture detailed requirements and ensure clarity for the development team. Managed requirements using tools like JIRA and Confluence to track progress and changes.

Process Mapping: Documented current business processes and identified areas for AI automation and generative AI. Collaborated with cross-functional teams to map out workflows and identify bottlenecks in various client business processes.

Data Analysis: Analyzed data to identify trends, patterns, and insights supporting AI-driven business decisions. Evaluated system performance and analyzed its impact on quality using AI-specific metrics and data visualization tools like Tableau and Power BI.

UX impact: Aligns design solutions with project goals through close collaboration with UX designers. Facilitates innovative UX and user-centered design development. Leads the application of UX tools and UI solutions to drive service innovation and improvement.

Business Case Development: Studied customers to identify opportunities and presented these as business cases to justify projects or initiatives. Conducted cost-benefit analyses and ROI calculations, and created business case templates to support decision-making processes. Set up OKRs and KPIs for each business case, translated them into implementation plans, and tracked success to ensure alignment with AI goals.

Risk Management: Identified and assessed risks related to corporate data and AI ethics, ensuring compliance and security in AI implementation. Developed risk assessment matrices and risk management plans to proactively address potential issues.

Change Management: Led the implementation of ITSM best practices, including change management and Service Level Agreement (SLA) practices. Provided training programs to a customers workers.

Compliance and Regulatory: Ensured AI solutions complied with relevant laws, regulations, and industry standards specific to the USA public education sector. Developed compliance checklists to monitor adherence to regulatory requirements such as FERPA, COPPA.

Research and Development: Stayed informed about industry advancements by reading scientific papers and monitoring tech trends. Conducted tests and experiments to understand which technologies were best suited for our needs. Developed Minimum Viable Products (MVPs) to showcase new features to customers and test product hypotheses, ultimately building a robust and effective service.

Impact:

- Implement a metrics-driven development framework that reduces the development team's operational workload.
- Achieve 94% F1 score.
- Reduce operational costs by selecting more cost-efficient ML models for tasks such as PDF document processing, embedding generation, and cross-encoder modelling.

Coinmatics

Product Lead / Business Analyst

Poland

Sep 2020 – Mar 2023

I worked at a B2C financial startup that helped regular people get into cryptocurrency trading with various tools. The system is centered on integration with numerous cryptocurrency exchanges and requires high performance and reliability. We operated in a highly competitive area.

Strategic Vision & Stakeholder Management: Developed a product roadmap outlining feature releases and strategic initiatives. Managed the product backlog using Agile methodologies to align with strategic objectives and market demands. Presented product progress and insights using data visualization tools like PowerBI to keep stakeholders informed and aligned.

User Focus: Conducted customer development interviews to gather qualitative insights and validate product-market fit. Implemented user feedback loops through surveys and beta testing to iteratively improve the platform. Employed A/B testing to optimize user experience and drive engagement. Developed a competitive matrix to compare features, pricing, and user satisfaction, identifying gaps and opportunities for differentiation.

KPI Management: Developed product KPIs and SLAs to measure performance and ensure service quality. Set up a dashboard to track these metrics and used the insights to manage our service and business strategy effectively.

Agile Methodologies & Leadership: Led cross-functional teams, including UX designers, developers, DevOps, QA, support, community loyalty specialists, and marketers, using Kanban frameworks.

UX Impact: Collaborates closely with UX designers to align design solutions with project goals. Facilitates UX and user-centered design solution development and innovation. Leads the application of UX tools and UI solutions to drive service innovation and improvement.

Technical Expertise & Innovation: Ensured high performance and reliability through load testing and continuous integration/continuous deployment (CI/CD) pipelines. Implemented quality assurance processes, including unit testing, integration testing, and end-to-end testing using frameworks like Selenium and JUnit. Monitored system performance to maintain optimal functionality and ensure a seamless user experience.

Impact:

- Spearheaded a more than 10-fold increase in audience engagement, expanding market reach and visibility.
- Successfully grew portfolio volume under management by over 12 times, demonstrating effective management and growth strategies.
- Product earns a spot among the elite group of Binance brokers, ranking in the prestigious TOP 15.

EPAM Systems

RPA Lead / Business Analyst

Belarus

Dec 2017 – May 2020

Led the implementation of Robotic Process Automation (RPA) within an Enterprise Level IT Service Management platform, focusing on automating critical service processes such as Service Desk, Request Fulfillment, Incident Management, and Change Management (according to ITIL).

The organization offers a comprehensive suite of internal services, ranging from employee onboarding to asset management. Our objective was to automate these processes to support the corporation's strategic initiative of expanding its workforce by 25-30% and opening new offices, without incurring additional internal service costs.

Roadmaps & Planing: Led the development and implementation of RPA and AI automation strategic roadmaps. Analyzed corporate data to identify high-potential services and developed strategic plans. Defined and tracked OKRs, KPIs, and SLAs to measure project success and inform strategic decisions.

Stakeholder Management: Effectively managed a highly complex global stakeholder landscape, employing proactive stakeholder engagement and communication strategies with C-level and VP management to advance the RPA initiative. Led backlog management and requirement prioritization within complex decision-making and reporting frameworks, ensuring alignment across diverse business stakeholders and development teams through facilitation and negotiation.

Requirements Management: Elicited, analyzed, and documented business and user requirements for AI and automation projects. Collaborated with stakeholders to define project scope, ensuring alignment with business goals. Utilized process mapping (BPML) to visualize requirements and workflows. Managed requirements throughout the project lifecycle, ensuring traceability and facilitating change management.

UX Impact: Strategically aligns design solutions with project objectives through strong partnerships with UX designers. Spearheads innovative UX and user-centered design development, delivering UX solutions that optimize RPA. Leads the application of UX tools and UI solutions to enhance services, supported by a developed framework for measuring UX effectiveness.

Process Mapping & Automation: Documented current business processes and identified AI and Generative AI automation opportunities. Collaborated with cross-functional teams to map workflows and identify bottlenecks in client business processes. Worked with ITSM processes, including incident, problem, and change management, and corporate business processes like HR & Recruitment, Asset Management, and Cyber Security Management.

OKR Driven Approach: Established Objectives and Key Results (OKRs) for our projects and developed dashboards to monitor progress and present findings to senior management. This approach was instrumental in prioritizing our efforts and securing ongoing sponsorship within the corporation.

Research & Innovation: Investigated contemporary trends in RPA and AI technologies to uncover new project opportunities. Utilized AI/ML Natural Language Processing tools for various RPA applications, including the development of recommendation models, routing user requests, transforming unstructured data, and integrating question-answering techniques for support chats.

Development & Deployment: Guided development teams in the design, testing, and deployment of automation features within a complex enterprise environment. Coordinated cross-functional efforts to achieve shared goals.

Agile Methodologies: Managed project progress using Agile frameworks (Scrum, Kanban) to ensure continuous delivery. Conducted requirements gathering, gap analysis, and documented functional specifications, user stories, and use cases. Facilitated stakeholder workshops and JAD sessions to refine business requirements.

Compliance and Regulatory: Ensured compliance with internal corporate regulations, ISO family regulations, GDPR, COPPA, and other relevant standards. Conducted internal audits and developed compliance checklists to monitor adherence to regulatory requirements.

Impact

- Automation of 15% of all service operations.
- Vision of future automation, including natural language processing solution.
- The solution, that allows increasing the number (by 25%) of requests by users that can be classified automatically by UX improvement.

E-com Expert Business Analyst

Belarus
Jun 2017 - Nov 2017

IT outsourcing company specialized in e-commerce domain.

I'm responsible for:

- Work on a specification of a B2B wholesale platform.
- Help with preparation of the project's Scope and Request For Proposal.
- Assist a Product Owner with the design of the application business logic.
- A feature of the project is working according to Waterflow methodology.

Achievements:

- Starting with a confusing and spontaneous, but extremely massive (more than 60 pages) vision of the project, I prepare a structured SRS, rich calculation rules.

VironIT Business Analyst

Belarus
May 2014 - Dec 2016

IT outsourcing company 30 employees. Specialized in Web, Mobile and Game development.

Worked on presale phase. Assisted with project discovery, estimation, kick-off, etc. Assist with preparation of Request for Proposal.

Worked on project discovery, requirements elicitation, formalization and management.

Worked with change requests.

Worked with requirements for web and mobile applications in e-commerce, entertainment, HoReCa, Services domains.

Developed static and dynamic mock-ups in Axure RP, Balsamiq, Draw.io.

Improved BA approach in the company:

- Adaptation RUP templates according to the company specific.
- Using UML and BPMN modeling.
- Using Agile Business Analysis approach.

EDUCATION

Belarusian State Pedagogical University

