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Hello, This is Bilal Ali

Summary

Product Owner, Business Analyst, Functional Consultant, and Project Manager with a proven track record in driving digital transformation initiatives. Successfully led cross-functional teams to implement robust CRM solutions, resulting in a 20% increase in sales revenue. Proficient in Salesforce CRM, Education Cloud, Microsoft Dynamics 365, K2 Nintex Five, UiPath, and custom solutions, with expertise in end-to-end implementation lifecycles.

Certifications

Expert Certification K2 Business Analyst — K2 Nintex Five

Certified K2 Business Analyst skilled in K2 Nintex Five, with expertise in process automation and workflow optimization. Proficient in creating custom workflows and enhancing operational efficiency.

RPA Business Analyst Foundation — UiPath

Certified in RPA Business Analyst Foundation (UiPath) with expertise in leveraging robotic process automation to streamline business workflows and improve efficiency.

Foundation of Project Management — Google

Completed Google's Foundation of Project Management, gaining essential skills in planning, executing, and managing projects efficiently to meet business objectives.

Scrum Master Certification - Scrum Methodologies — LearnQuest

Certified Scrum Master (LearnQuest) with expertise in Scrum methodologies, focused on facilitating agile teams, improving collaboration, and driving successful project delivery.

Project Initiation : Starting a Successful Project — Google

Completed Google's 'Project Initiation: Starting a Successful Project,' gaining skills in defining project goals, scope, and stakeholder management for successful project kick-offs.

Introduction to Scrum : Scrum — LearnQuest

Completed 'Introduction to Scrum' by LearnQuest, developing a solid understanding of Scrum principles, roles, and processes for effective agile project management.

German A2 - In Progress

Salesforce Business Analyst - In progress

Dynamics 365 CRM / CE - In progress

Work Experience

Business Analyst

Freelancing — New Jersey, US

November 2023 – Present

- Develop user stories for student services (registration, enrollment, financial aid)
- Gather requirements from BRDs, Interview Videos and current portals
- Design and execute testing strategies, write test case scenarios
- Document detailed user stories
- Create detailed, actionable user stories in Gherkin format
- Capture end-user needs and align with business objectives
- Prepare, review, and finalize project documents
- Streamline knowledge transfer and maintain clarity
- Foster skill development and operational understanding

Work Experience

Sr. Business Analyst

Nexomos — Karachi, Pakistan

February 2023 – August 2023

- Performed comprehensive requirement gathering, pre-sales, and product ownership, delivering multiple successful projects.
- Led teams, managing resource allocation, solution discovery, and providing functional consultancy.
- Created key project documentation including FSDs, SRS, FRDs, and UML diagrams.
- Demonstrated market insight, contributing to successful product launches and digital transformation.
- Conducted daily stand-up and sprint meetings with clients for efficient communication.
- Collaborated with development teams to translate customer requirements into actionable product features.
- Delivered mobile apps and websites, enabling businesses to achieve their digital goals.

Associate Consultant : Business Analyst

Systems Limited — Karachi, Pakistan

February 2023 – April 2023

- Spearheaded the customer onboarding process, focusing on efficiency and satisfaction.
- Collaborated with clients to understand their unique requirements and objectives.
- Led the successful implementation of Temenos T24, ensuring seamless integration.
- Oversaw deployment, making adjustments for a smooth transition.
- Converted BRDs into detailed FSDs, aligning business objectives with technical solutions.
- Ensured optimal system performance throughout the implementation process.

Business Analyst / Project Manager

KALSOFT — Dubai, UAE

March 2022 – February 2023

- Led pre-sales initiatives, managing RFI and RFP processes efficiently.
- Specialized in K2 Nintex Five, UiPath, and process automation, collaborating with national and international banks.
- Proficient in technical writing, documenting system scenarios, specifications, and creating templates for BRDs, FSDs, and user manuals.
- Delivered end-to-end deployment for complex projects like 1-Link, NAMA, BDC, and JAZZ.
- Conducted training on K2 Nintex Five, SP Online, and Power Platforms, while managing resources.
- Contributed to cost reduction and eco-friendly systems by analyzing business gaps.
- Applied Agile practices, leading sprint reviews and quality assurance for critical projects.

Jr Project Manager

VIFTECH SOLUTIONS / CODE CREATORS INC. — Canada

April 2021 – March 2022

- Managed project planning, resource allocation, and documentation, ensuring adherence to deadlines.
- Championed Agile practices, quality assurance, and conducted daily scrum meetings for smooth project execution.
- Proficient in managing JIRA, workflows, and conflict resolution, facilitating efficient project management.
- Gained experience in API permissions, process documentation, release notes, and technical support for developers and QA.
- Allocated resources effectively and contributed to project reviews, coordination, and report generation.

Jr Business Analyst

Possible Solutions — Karachi, Pakistan

January 2021 – March 2021

- Created intricate workflows using Visio and maintained critical project documents.
- Served as a key liaison between clients and the project team, ensuring smooth communication.
- Converted BRDs into FSDs and actively participated in daily scrum meetings.
- Prepared weekly project reports and assisted in the technical aspects of proposals.

Work Experience

Management Trainee / Associate Manager

WEBNETIK INTERNATIONAL (Pvt) Ltd. — Karachi, Pakistan

February 2020 – December 2020

- Created reports and dashboards to visualize CRM data effectively.
- Conducted customer surveys and interviews to gather feedback on CRM systems.
- Developed and delivered training materials for CRM users.
- Assisted in the development, testing, and customization of CRM systems.
- Provided technical support and monitored CRM systems for performance and security issues.

Freelance Experience

As a freelance business consultant in the US and Germany, I assist businesses in achieving their automation goals while drafting requirements, RFPs, and product planning documents. I also freelanced as a Functional Consultant at KalSoft for four months, where I collaborated with teams to understand business challenges and goals. My work involved conducting requirements gathering, process analysis, and stakeholder interviews to provide actionable recommendations. Through my expertise, I implemented process improvements that aligned with business objectives and contributed to operational efficiency.

Education

MSc. Project Management

SZABIST — Karachi, Pakistan

2021-2023

BSc. Software Engineering

Sir Syed University of Engineering & Technology — Karachi, Pakistan

2017 - 2020

Skills

- Microsoft Stack | SQL Database Management | Azure Cloud Computing
- Power-BI | Tableau | CRM (Microsoft Dynamics 365 Customer Engagement)
- JIRA | DevOps | Click-Up, Asana
- Change & Stakeholder Management | Customer-Centric Focus | Process Optimization
- Agile & Scrum Practices | Project & Workflow Management | Team Leadership
- Automation & RPA | K2 Nintex Five, Power Platform | API Management
- Technical & Business Writing | Technical Training | Documentation
- Visio, Balsamiq, Figma | MS Project
- Quality Assurance | Market & Process Analysis | Business Process Automation

Projects

KISTR — Freelance - Germany

MVP for Human resources Information System, Served as Product Designer/Product Owner. Responsible for design, User Stories, Team Communication, Research & Development.

Student Portal/CRM - Confidential — Freelance - United States

Responsible for creating User Stories, Backlog, Automate workflows for students, faculty, staff, Create Test case, test case template, UAT Strategy, Create Opportunities from research and development, Convert Meetings into use full notes and change them into user journey, create different Interview questions to achieve the student portal goal by taking feedback from students, change threats into opportunities, play aggressively in UI/UX role and successfully launched Mature Product

K2 Nintex Five Implementation — 1-Link

In-house process automation transformed 25 manual processes, reduced costs, and improved accountability.

Customization for Business Process Automation (On site) – Stack: DotNet — Jazz

Worked on a customization solution for automating business processes. Business Analysis, Requirement gathering and gap Analysis.

Projects

Microsoft Readiness of Infrastructure — ALBALAD DEVELOPMENT - KSA

Prepared infrastructure for Microsoft products, including Intune configuration and Intranet solution

Intranet Portal Creation — Nama Chemical-KSA

Created an Intranet Portal/Modern Site using SharePoint Online, provided end-to-end consultancy

Admin Portal, Website and Application – Flutter, Laravel — Final Year Project (SSUET)

Automation of Board of secondary Education of Karachi, including registration public and private, admit cards generation, QR-Code Implementation, Attendance, Results, Certificate and Tracking

Little City

Implementation of Intranet Portal, Power Platform and developed Power-Bi for different trends like need, demand, Donations. etc.,

Louis Vuitton

Developed and Implementation of Power-BI, for Fleet management system, Creating & Generating Custom reports as needed

Revamp Nexomos — Nexomos

Revamp Nexomos Website. Link: <https://nexomos.com/>

Creavitech

A Product just like merge version of Asana and Jira, Responsible for writing the Product Road Map, MVP Features, & Design Improvements

SharePoint Implementation — City of Regina

Implemented SharePoint and a ticketing system for the City of Regina, Responsible for Business Analysis and solution discovery

Ministry of Defence - UAE — KalSoft

SharePoint Implementation, Responsible for RFP, Solution Discovery, FSD, User Stories, End to End Implementation. I delivered custom Intranet site, with custom web parts and very useful resources for the internal teams.

Car Service - Alain — KalSoft

Automation and ticketing system, Served as a Business Analyst, responsible for requirement gathering, creating backlogs, end-to-end implementation of the project

Link : <https://www.alainclass.com/about-us/>

HeyMate — Nexomos

Developed a pet-matching and selling app in Ireland. Served as Product Owner as well Business Analyst/Project Manager

Link: <https://play.google.com/store/apps/details?id=com.heymateapp>

Website and Social Media (Digital Marketing) — BadEgg

Served as a Product Owner/Business Analyst/Project Manager. I Planned and executed the strategy for a newly restaurant offering Korean food, worldwide breakfast, all day breakfast, and Irish cuisine

Website Link: <https://pk.badeegg.club/menu/>

SharePoint Online Implementation — ImechSupply

Transformed the business online with SharePoint Online and Power Platform

K2 Nintex Five Presale Activity — MCB

Conducted presale activities, researched, provided business transformation, and created demos and proposals.