

BYRON GONZALEZ

Technical Business Analyst | Automation & Systems Integration Support

Technical Business Analyst with experience in banking, fintech, and enterprise web environments. I specialize in translating business needs into clear functional and technical requirements using BPMN, UML, and data-flow analysis. I work closely with development, QA, architecture, and vendor teams to ensure alignment throughout the full SDLC. I have supported automation and system integration initiatives by documenting workflows, defining API requirements, and validating low-code solutions (e.g., n8n) in collaboration with technical teams, helping reduce manual effort and improve delivery efficiency.

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Professional Experience

Business Analyst - Cloud & Automation Projects (Freelancer)

FREELANCER

May 2024 – Present

- Defined functional and technical requirements using BPMN, UML (component and sequence diagrams), data flows, and user stories.
- Supported automation initiatives by documenting workflows, defining API requirements, and validating low-code automation flows (n8n) as part of proof-of-concept and requirements validation activities.
- Collaborated with development and QA teams across the SDLC, supporting design reviews, UAT preparation, and production readiness.
- Contributed to solution discussions involving AWS, Supabase, and Vercel environments, focusing on process alignment and system integration needs.

Technical Lead - Development Analyst

Q-VISION TECHNOLOGIES for BANCO UNION S.A., Cali, Colombia

June 2022 – May 2024

- Led requirements definition and process analysis (BPMN), acting as a bridge between business stakeholders and IT teams.
- Reviewed system architectures, integration flows, and data models in collaboration with internal teams and external vendors.
- Supported planning, estimations, UAT, QA coordination, and production deployments.
- Contributed to integration improvements in core banking systems, helping reduce operational errors and improve response times.

Web Content Analyst - QA & SEO Specialist

COLGATE - PALMOLIVE, Cali, Colombia

March 2018 – June 2022

- Coordinated global web updates using Adobe Experience Manager (AEM), validating requirements and ensuring compliance with content, accessibility, and SEO standards.
- Performed QA, accessibility audits, and SEO validation, producing clear technical and functional reports.
- Documented content workflows and operational processes using BPMN, supporting consistency across global teams.

Web Designer (Internship)

COMFENALCO VALLE DELAGENTE, Cali, Colombia

January 2017 – June 2017

- Updated content and improved the user experience of the corporate intranet.
- Made adjustments in **HTML and CSS** according to corporate brand guidelines.
- Assisted in **Scrum ceremonies** (daily meetings, sprint planning, and reviews).

Technical Skills

- **Business Analysis & Process Modeling**

BPMN, UML, Requirements Gathering, User Stories, Acceptance Criteria, Process Modeling

- **Systems & Integration Knowledge**

REST APIs, System Integrations, API Documentation, SDLC, Automation Support (n8n), API Testing (Postman, SoapUI)

- **Tools & Platforms**

Jira, Confluence, AEM, AWS (functional knowledge), Supabase, Vercel, CI/CD concepts (GitLab CI, Jenkins), Docker & Kubernetes (conceptual understanding)

Certifications

- Scrum Master Professional Certificate — CertiProf, 2022
 - Scrum Foundation Professional Certificate — CertiProf, 2022
 - BPMN 2.0 Business Process Modelling — Udemy, 2025
 - Software Architecture & Large-Scale Systems — Udemy, 2025
 - EF SET English Certificate – EF Education First, 2025 (C1 Level – Common European Framework of Reference)
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Education

San Buenaventura University – Cali, Colombia

- Multimedia Engineering (2012–2018)
 - Diploma in Multimedia Project Design and Construction (2017)
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Languages

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1. Spanish (Native)
 2. English (C1 – Advanced)