

Almaas Shaikh

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EXPERIENCE

CIVIC TECH (NDA) | BUSINESS ANALYST CONSULTANT

Nov 2024 – Present | Ahmedabad

- Consolidated inputs from government agencies, nonprofits, devs into a unified backlog, increasing roadmap confidence and stakeholder buy-in by 50%.
- Set up a structured feedback process using Airtable & automation, accelerating triage & resolution of usability issues by 40%.
- Improved mobile onboarding for underserved users by refining requirements & acceptance criteria, cutting user drop-off by 33%.
- Led field-based UAT across kiosk and mobile platforms, identifying and resolving 10+ critical usability blockers pre-launch.

TECSTUB | BUSINESS ANALYST

Nov 2023 – Oct 2024 | Ahmedabad

- Spearheaded the strategic migration of a legacy monolithic platform to a microservices architecture, reducing feature deployment cycles from monthly to weekly and cutting production incidents by 40%.
- Automated warehouse operations with a new RPA system, cutting handling costs by 20% while scaling capacity to 5K+ daily orders.
- Built and prioritized the product backlog with 200+ user stories and clear BPMN flows, reducing costly development rework by 30%.
- Led the API integration of 10+ new partners (insurance, logistics, payments), boosting transaction processing speed by 20%.

STEAMROLL TECHNOLOGIES | BUSINESS ANALYST

Jul 2018 – Oct 2023 | Ahmedabad

- Launched a G2C-G2B GRAS unified payment portal, onboarding 30+ departments & 3K+ users within the first 6 months, reducing payment related queries by 40%.
- Led the company's transition to Agile, moving teams to Jira & Confluence and coaching Scrum practices to speed up feature delivery by 25%.
- Managed G2B RFP process from creation to vendor selection, securing a partner to deliver the final project 15% under budget.
- Improved client satisfaction by 30% through clear presentations to senior officials & proactive post-launch support.

PREVIOUS EXPERIENCE

Empowering CPO, Business Analyst | Jan–Jun 2018

Delivered \$18,000 cost savings (12%) on a \$150K budget by creating smarter procurement strategies for CPG and aviation sectors. Developed go-to-market strategy through competitive pricing and positioning analysis.

Gujarat Agro Industries Corporation, Management Trainee | Jul–Sep 2017

Created a new credit policy that reduced late payments by 20% in the first quarter. Supported ERP system rollout with testing and operational feedback.

Peerbits Solutions, Content Writer | May–Aug 2016

Boosted web traffic by 25% and CTR by 30% through SEO-optimized blog posts (20+). Conducted keyword research to enhance content strategy.

RapidOps Inc., Software Engineer Intern | Jan–Apr 2016

Developed custom BigCommerce APIs using the MEAN stack. Improved site performance by reducing load times by 40%.

SUMMARY

A strategic Business Analyst who excels at translating complex business needs into high-impact technical solutions. Thrives on bridging the gap between stakeholders and development teams to optimize workflows, clarify requirements, and deliver user-centric products that create tangible business value.

EDUCATION

POST GRADUATION

MBA - FINANCE & MARKETING

2018 | BKSBM, Gujarat University

GRADUATION

BE - COMPUTER SCIENCE

2016 | AIT, Gujarat Technological University

KEY SKILLS

PRODUCT & AGILE

Product Roadmapping

Stakeholder Management

User Persona & Journey Mapping

Market Research & Competitive Analysis

Agile & Scrum Methodologies

User Stories, Epics & Acceptance Criteria

Backlog Grooming & Prioritisation

BUSINESS ANALYSIS

Requirements Elicitation &

Documentation

Process Modelling

Gap Analysis & Solution Design

UAT Planning & Execution

Cross-Functional Team Leadership

TOOLS & TECH

Product Management - Jira •

Confluence • Trello • Productboard

Collaboration & Design - Miro • Figma •

Lucidchart • GitHub • Notion • Asana

Data & Analytics - SQL • Power BI • GA

• Mixpanel • Looker Studio • Hotjar

COMPETITIVE AWARDS

Open Gov Data Hackathon

Smart India Hackathon

National Case Studies (under publication)