

HARISHSINGH RAJPUT

Business Analyst | [LinkedIn-harish](#)

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Education

Amity University (Distance Education)

Master of Business Administration (MBA)

Jan 2024 – Jan 2026

Pune University (Pune)

Bachelor of Engineering (BE) – CGPA 8.85

Sept 2017 – Jul 2021

Skills Summary

Skills	Process improvement and process mapping, Stakeholder management, Requirement gathering, Agile/Scrum, Gap analysis, Change-management, ISO 20022, XML/JSON, SQL, UAT, Regulation, Compliance, BRD, FRD, BPMN, UML, Flow diagrams, Wireframing, Use cases, Data visualization, Technical Documentation, KPIs
Tools	Jira, Asana, Confluence, Visio, Lucidchart, Figma, MS Office-360, TFS, Power BI, Tableau
Industries	Financial services, Banking, Automotive, E-commerce and Retail

Work Experience

Business Analyst | Amazon

Jan 2025 – till date

- Collaborated cross-functionally with stakeholders to eliminate blockers in issue resolution workflows, enhancing customer satisfaction and operational efficiency.
- Designed and executed scalable solutions for high-impact customer issues, leveraging internal Amazon tools and Excel-based analytics to drive data-backed decisions.
- Led process optimization initiatives using SQL and ETL tools, streamlining data pipelines and reducing issue turnaround time by 30%.
- Drove stakeholder engagement across global teams to prioritize and resolve high-impact customer issues, improving SLA adherence and reducing escalations by 20%.

Business Analyst | PeopleTech Technology, Hyderabad

Nov 2023 – Dec 2024

- Facilitated stakeholder interviews and workshops to gather and align business requirements, ensuring clarity and shared understanding across teams.
- Analyzed existing business processes to identify inefficiencies and proposed improvements that enhanced operational workflows.
- Applied tools like Excel, SQL, and BI platforms to interpret and visualize data, supporting strategic decision-making with actionable insights.
- Created and maintained business documentation including BRDs, functional specifications, use cases, and user stories to guide development efforts.
- Supported project delivery through scope definition, planning, risk management, and testing activities including UAT and SIT to ensure solution quality.
- Defined and monitored key performance metrics (KPIs) to evaluate the effectiveness of implemented solutions and recommend further improvements.

Business Analyst | Capgemini India, Pune

Aug 2021 – Oct 2023

- Gathered and documented business requirements for Real-Time Payments (RTP) solutions, ensuring seamless integration with SWIFT messaging systems and adherence to banking regulations.
- Analyzed and mapped SWIFT message formats (MT, MX) to support accurate financial transaction processing, enhancing transparency and traceability in RTP workflows.

- Designed and optimized RTP-related business processes, including transaction validation, authorization, and exception handling within the SWIFT framework.
- Acted as the key liaison between banking clients, SWIFT network operators, and internal teams to align objectives, clarify requirements, and track progress.
- Led testing and Change management efforts for RTP systems, executing end-to-end SWIFT message validations and facilitating user training to support ISO 20022 adoption.
- Ensured that RTP solutions met regulatory compliance requirements and implemented risk mitigation strategies to address potential issues in SWIFT messaging and transaction handling.

Projects

Real-Time Operating System (RTOS) – HMI Application development

- Enhanced process efficiency by **30%** through automating repetitive tasks.
- Analyzed **10+ existing processes** for RTOS implementation and identified areas for improvement.
- Reduced delivery timelines by **20%** by streamlining requirement gathering processes, which allowed for faster development and handoff to implementation teams.
- Strengthened decision-making with **accurate reporting**, leading to **15%** improvement in system reliability.
- Increased documentation accuracy by **25%**, decreased error rates and misses in deliverables by establishing standardized templates and review processes.
- Maximized stakeholder engagement scores by **30%** by establishing regular status updates, improving transparency and alignment with project milestones.
- Monitored and guided compliance adherence, leading to **70%** reduction in policy breaches.

Real-Time Payments (RTP) – Integration and migration to IKP

- Conducted **25+ stakeholder interviews** to collect and document requirements adhering to SWIFT.
- Facilitated **workshops** with stakeholders to define both functional and technical requirements.
- Created and maintained a Requirements Traceability Matrix with **over 150 documented requirements** along with compliance requirements mapping across **5** processes, improving compliance adherence by **20%** and reducing regulatory breach incidents by **30%**.
- Boosted payment processing speed by **30%**, resulting in a **20%** reduction in transaction time.
- Oversaw the integration of RTP with SWIFT infrastructure, coordinating with **5+ technical teams**.
- Executed **12+ integration test cycles** to affirm seamless system connectivity and functionality.
- Ensured that the RTP solution complied with **10+ regulatory requirements** and industry standards.
- Collaborated on **SWIFT gpi** implementation, reducing cross-border payment settlement times from 2 days to under 24 hours, enhancing client satisfaction and reducing payment failure rates by **25%**.
- Amplified reporting accuracy by **25%** through data integrity checks, which led to a **15%** improvement in regulatory audit performance for transaction reporting.

Certifications

- Agile Software Development (Coursera)
- Writing skills (Harvard ManageMentor)
- Business Analysis fundamentals (Simplilearn)
- British Council EnglishScore (level: CEFR-B1)
- Software Development Processes and Methodologies (SDLC)
- Programming Foundations with JavaScript, HTML and CSS (Coursera)
- Six Sigma Yellow Belt (6Sigmastudy)