

MALIK MUZAFFAR SYED

BUSINESS ANALYST | PRODUCT OWNER (ASPIRING)

CONTACT

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CORE SKILLS

Business Analysis

Requirements Gathering, BRD/FRD, User Stories & Acceptance Criteria, Process Mapping, Gap Analysis, UAT Support, Stakeholder Management

Product & Agile

Backlog Management, Sprint Planning, Backlog Refinement, Roadmapping, Agile/Scrum, SDLC

Data & Technical

SQL, Power BI, Excel, Data Analysis, Reporting, API Testing, Workflow Automation

Tools

Jira, Confluence, Azure DevOps, Postman, Figma, Miro, Notion, MS Project

EDUCATION

Master's Degree

Bishop's University
Sherbrooke, Quebec, Canada

Computer Science

Grade: A
2019 - 2021

PROFESSIONAL SUMMARY

Results-driven Business Analyst Level II with 4+ years of progressive experience delivering end-to-end system and process improvements within a global Medical Claims Management organization. Proven track record of advancing from SQL Developer to Business Analyst II, demonstrating strong ownership, adaptability, and consistent high performance. Expertise in cross-functional collaboration, automation-driven process optimization, and stakeholder engagement to deliver scalable, high-impact solutions. Recognized for strategic thinking, a continuous improvement mindset, and the ability to translate business needs into effective technical outcomes.

EXPERIENCE

Global Excel Management

Sherbrooke, Quebec, Canada

Business Analyst Level II

2024 - Ongoing

(Progressed within 3 years: *SQL Developer* → *Data Analyst* → *Business Analyst* → *Business Analyst II*)

- Led end-to-end business and system initiatives, collaborating with business stakeholders, technology teams, and external vendors.
- Conducted requirements elicitation sessions, translating business needs into functional requirements, user stories, and process flows.
- Acted as a bridge between business and technical teams, ensuring clarity, alignment, and timely delivery.
- Drove process automation initiatives, reducing manual effort and improving operational efficiency.
- Improved system efficiency by ~30% through workflow optimization, automation, and data-driven analysis.
- Built SQL queries and Power BI dashboards for client reporting, internal progress tracking, and volume analysis.
- Implemented risk assessment and quality control measures to reduce delivery risks.
- Supported new client implementations and strategic initiatives.
- Mentored junior analysts, improving onboarding efficiency and documentation quality.

PROFESSIONAL STRENGTHS

Analytical problem-solver | Data-driven decision maker | Strong ownership mindset | Clear communicator | Automation-focused | Collaborative team player