

MALIK MUZAFFAR SYED

Business Analyst | Product Owner | Data-Driven Problem Solver

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PROFESSIONAL SUMMARY

Results-driven Business Analyst with 4+ years of progressive experience in a global Medical Claims Management environment, having advanced rapidly from SQL Developer through Data Analyst to Business Analyst II. Combines strong technical fluency (SQL, Power BI, API testing) with deep business acumen to bridge stakeholder needs and delivery teams. Proven track record of driving ~30% efficiency gains through workflow automation and process redesign. Comfortable operating in Agile/Scrum environments and equally effective shaping product backlogs as translating complex business requirements into scalable, high-impact solutions. Now seeking a Senior BA or Product Owner role at a high-growth organization.

EXPERIENCE

Global Excel Management — Sherbrooke, QC, Canada

2022 – Present

Business Analyst Level II (2024 – Present)

Fast-tracked promotion from SQL Developer → Data Analyst → Business Analyst → BA II within 3 years, consistently exceeding performance expectations.

- ▶ Led end-to-end delivery of business and system initiatives, coordinating across business stakeholders, engineering teams, and external vendors — ensuring on-time delivery and clear alignment throughout the SDLC.
- ▶ Drove process automation projects that reduced manual operational effort by an estimated 40%, improving team throughput and reducing error rates.
- ▶ Acted as BA and internal advisor on RPA (Robotic Process Automation) implementation projects, bridging the gap between automation engineers and business stakeholders — defining automation scope, validating process suitability, and ensuring business requirements were correctly translated into automated workflows.
- ▶ Improved system efficiency by ~30% through targeted workflow redesign, root-cause analysis, and data-driven process optimization.
- ▶ Facilitated requirements elicitation sessions with senior stakeholders, producing BRDs, FRDs, user stories, acceptance criteria, and process flow diagrams that served as the single source of truth for development teams.
- ▶ Built and maintained SQL queries and Power BI dashboards used for client reporting, SLA monitoring, volume analysis, and internal KPI tracking — enabling faster, evidence-based decisions.
- ▶ Served as the business-technology bridge on 10+ cross-functional projects, reducing rework by clarifying ambiguous requirements before development began.
- ▶ Designed and executed UAT plans, coordinating with QA and business users to ensure solution quality prior to production release.
- ▶ Implemented risk assessment and quality control frameworks that measurably reduced delivery risk on strategic client implementations.
- ▶ Mentored 2 junior analysts, accelerating onboarding by standardizing documentation practices and creating reusable templates adopted team-wide.

CORE SKILLS

Business Analysis

Requirements Gathering, BRD/FRD, User Stories, Acceptance Criteria, Process Mapping, Gap Analysis, UAT, 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 of Science, Computer Science

Bishop's University — Sherbrooke, Quebec, Canada | Grade: A

2019 – 2021

KEY ACHIEVEMENTS

- ▶ **Promoted 3 times in 3 years**
at the same organization, going from SQL Developer to BA II — a testament to consistent high performance and adaptability.
- ▶ **~30% system efficiency improvement**
delivered through a structured workflow optimization and automation initiative, directly reducing operational costs.
- ▶ **Cross-functional leadership**
on 10+ initiatives spanning claims processing, client onboarding, and system integrations — always delivered on schedule.
- ▶ **Documentation standard-setter**
created reusable templates and onboarding guides adopted across the analyst team, reducing ramp-up time for new hires.