

# DHRUMIL BHATT

TECHNICAL BUSINESS ANALYST | REQUIREMENTS ENGINEERING | SDLC | API & SYSTEM INTEGRATIONS

📍 Littlehampton, UK ✉ hidden

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## SUMMARY

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Technical Business Analyst with 4+ years of experience supporting digital product delivery, business process improvement, and software development initiatives within Agile environments. Experienced in gathering, analysing, documenting, validating, and managing business, functional, and non-functional requirements. Skilled in user stories, acceptance criteria, use cases, process mapping, gap analysis, impact analysis, and translating business objectives into technical deliverables. Strong understanding of SDLC, system integrations, APIs, data flows, and cross-functional collaboration with stakeholders, architects, developers, testers, and delivery teams.

## SKILLS

**Business Analysis:** Requirements Elicitation & Validation, BRD, FRD, Functional Specifications, Non-Functional Requirements, User Stories, Acceptance Criteria, Use Cases, Gap Analysis, Impact Analysis, Requirements Traceability, Process Mapping (AS-IS / TO-BE), Stakeholder Workshops. **Technical Analysis:** SDLC, API & Integration Awareness, System Interactions, Data Flow Analysis, Business Rules Analysis, Technical Documentation, Workflow Automation, Solution Assessment, Technical Requirement Translation. **Agile Delivery:** Agile (Scrum & Kanban), Sprint Planning, Backlog Refinement, UAT Coordination, Release Readiness, Discovery & Design Support, Cross-Functional Collaboration. **Tools:** Jira, Confluence, Figma, Miro, Excalidraw, HubSpot, Zoho CRM, n8n, Microsoft Excel, Google Workspace.

## EXPERIENCE

### Technical Business Analyst

**Ovil Group of Companies | London, UK | Feb 2022 – Present**

Working within Agile delivery teams supporting business process improvements, platform enhancements, requirements management, and solution delivery activities.

- Gather, analyse, document, validate, and manage business, functional, and non-functional requirements for digital platforms and operational improvements.
- Conduct stakeholder interviews and workshops to identify business challenges, operational pain points, and technology requirements.
- Create user stories, acceptance criteria, process maps, workflow documentation, functional specifications, and business requirement artefacts.
- Produce AS-IS and TO-BE process models, perform gap analysis, and identify opportunities for workflow and system improvements.
- Translate business requirements into structured deliverables for developers, technical teams, and business stakeholders.
- Collaborate with engineering, product, design, and delivery teams throughout the Software Development Life Cycle (SDLC).
- Support backlog refinement, sprint planning, requirement clarification, impact assessment, and release readiness activities.
- Participate in UAT preparation, test scenario reviews, defect discussions, and business validation activities.
- Analyse system workflows, business rules, and operational processes to support solution design and implementation decisions.

### Key Achievements

- Reduced workflow rework by 30% through improved requirements analysis, process mapping, and documentation quality.
- Improved stakeholder alignment through structured workshops and enhanced requirement traceability.
- Supported successful delivery cycles through effective UAT coordination and business readiness planning.

### Client & Commercial Roles – Product Discovery & Delivery Support

#### Business Development & B2B Sales

**Rockers Technology | Etech | E-Intelligence | 2009 – 2022**

- Conducted client discovery sessions to understand business objectives, operational challenges, and solution requirements.
- Facilitated requirement gathering discussions with clients and internal delivery teams.
- Produced solution outlines, requirement summaries, and functional requirement documentation.
- Participated in solution scoping, feasibility analysis, and stakeholder communication throughout project lifecycles.
- Supported alignment between business expectations and delivered technical solutions.

## PROJECTS

**RecruitAI** - Intelligent Recruitment Automation Platform (Capstone Project), Masai School x Vishlesan i-Hub, IIT Patna

- Gathered and analysed recruitment workflow requirements and Designed future-state hiring processes and automation opportunities.
- Created user journeys, process flows, and product concepts and Defined candidate screening and scoring requirements.
- Collaborated on workflow automation using modern AI and automation tools.

### Measured Outcomes

- Reduced candidate screening effort by approximately 96%. | Improved recruitment workflow efficiency and accelerated hiring processes. | Demonstrated practical application of product thinking, workflow automation, and process optimisation.

## EDUCATION

### Bachelor of Computer Applications

**2004-2008**

Gujarat University

## CERTIFICATIONS

### Product Management & Agentic AI Program

**May 2025 – Dec 2025**

Indian Institute of Technology (IIT) Patna (Masai School x Vishlesan i-Hub)