

HIMANSHU DAHIYA

Montréal, QC | +1 263-880-7705 | himanshudahiya1090@gmail.com | [Github.com/HimDahiya](https://github.com/HimDahiya) | <https://www.linkedin.com/in/dahiyahimanshu/> | <https://www.himanshudahiya.dev/>

PROFESSIONAL SUMMARY

Data-driven **Business Analyst** with four years of experience delivering analytics initiatives that convert raw data into clear, actionable insight and operational efficiency. Expertise in **Business Analysis, Requirements Gathering, Stakeholder Engagement and Communication**, and end-to-end **Agile/Scrum SDLC** delivery guiding projects from **Process Mapping** and **Data Modeling** to automated pipelines and real-time **Reporting & Dashboards**. Architected **KPI Design** and persuasive **Data Visualization** frameworks that replace manual reports, accelerate decision cycles, and surface optimisation opportunities across functions. Drives enterprise-level **Business Intelligence Strategy** by integrating SQL- and Python-powered data flows with cloud warehousing to enable predictive analytics and continuous **Process Improvement**. **ITIL-4-certified**, applying disciplined **Incident, Change and Risk Management** to ensure stable, audit-ready releases. Recognised for cross-functional **Leadership** and concise storytelling that foster a culture of insight-driven execution and measurable business impact.

TECHNICAL SKILLS

Business Analysis: Requirements Gathering, BRD / FRD / SRS authoring, Use Cases, SOPs, Process Flows (BPMN), KPI Design & Tracking, Compliance Management

Analysis Techniques: Cost–Benefit, Impact, GAP, Risk, and SWOT Analysis

Stakeholder & Service Frameworks: Stakeholder Engagement & Communication, ITIL 4 (Incident, Change, Risk, Continual Improvement), Agile / Scrum SDLC, Waterfall

Project & Collaboration Tools: Jira, Confluence, ServiceNow, MS Project, MS SharePoint

Data Visualization & Reporting: Power BI, Tableau, Excel (DAX, VBA), Kibana, Elasticsearch

Programming & Scripting: Python (NumPy, Pandas, Scikit-learn), SQL, JavaScript, UNIX/Linux Shell

Databases & Cloud Warehousing: Snowflake, AWS Redshift, SQL Server, MySQL

Data Engineering & ETL: Matillion ETL, Alteryx, REST API integration, ETL orchestration

DevOps & Version Control: Git, GitHub Actions, CI/CD pipelines

Soft Skills: Leadership, Critical Thinking, Problem-Solving, Time Management, Cross-Functional Collaboration, Presentation & Storytelling

PROFESSIONAL EXPERIENCE

Kofax, Montréal, QC – Business Analyst

Sept 2024 – Present

- **Designed** an executive sales dashboard in **Tableau** that unified historical, current, and forecast data, eliminating manual spreadsheets and giving leadership a single source of truth for pipeline reviews.
- **Translated complex requirements** into data models and **user stories**, reducing mid-sprint rework and change requests.
- **Standardised ad-hoc reporting** with reusable **SQL templates** and **SharePoint** libraries, cutting the analyst query backlog from ten requests per day to three.
- **Streamlined ETL documentation** for multi-source loads into **Snowflake**, closing audit gaps and improving developer onboarding time by **30 %**.
- **Facilitated Agile ceremonies** (backlog grooming, sprint planning, daily stand-ups) in **Jira**, increasing team velocity across two consecutive quarters.

- **Implemented CI/CD for predictive models** (AWS CodePipeline + GitHub Actions), ensuring stable, version-controlled deployment of sales-forecast algorithms.
- **Led JAD workshops** with sales, finance, and engineering; outputs fed directly into **BRD/FRD** packages and shortened approval cycles by one week.
- **Co-ordinated Snowflake/AWS data protection audit** aligned to **ITIL 4 change-control** standards, achieving zero non-conformities in post-implementation review.

Magna Infotech India – Business Analyst

Aug 2020 – Dec 2022

- Built **15+ Power BI dashboards**, using **Alteryx** workflows to blend and automate **SQL Server** data feeds, and delivered interactive visuals that cut decision-turnaround time by over 50 % for operations leadership.
- **Authored BRD and functional specifications** for a multi-module ERP enhancement, securing sign-off from six business units and eliminating scope creep.
- **Optimised SQL and Excel data-models**, driving a **20 %** gain in operational efficiency for regional managers.
- **Embedded live Power BI views** in board presentations, giving leadership **real-time KPI** visibility and removing static slide updates.
- **Facilitated daily Scrum meetings** and removed blockers as proxy product owner, keeping three concurrent workstreams on schedule in a hybrid **Agile/Waterfall** environment.
- **Performed GAP and root-cause analyses** on billing discrepancies; partnered with finance to refine invoicing logic and recover unbilled revenue.
- **Introduced REST-based integration tooling** to automate data transfers between CRM and logistics systems, eliminating manual re-entry errors.
- **Led stakeholder walkthroughs and UAT sessions**, capturing feedback that improved usability scores and reduced post-launch support tickets.

EDUCATION

- Masters of Engineering, Quality Systems Engineering *M.Eng. (co-op)* *Jan 2023 – Dec 2024*
Concordia University, Montréal
- Bachelors of Technology, Computer Science & Engineering *B.Tech.* *Jun 2017 – May 2021*
Amity University, Noida

CERTIFICATIONS

- **BI Foundations with SQL, ETL & Data Warehousing** *IBM, Feb 2025*
- **ITIL 4 Foundation** *PeopleCert, Sept 2024*
- **Power BI Job Simulation** *PwC, May 2022*
- **Analytics for Business Intelligence** *Amity Institute Singapore, Dec 2019*

LEADERSHIP AND EXTRACURRICULAR

Project Manager – Concordia University, Montréal

Sept 2024 – Dec 2024

Led a six-member Agile team to deliver an MVP personalised-recommendation web app on schedule, aligning faculty stakeholders through weekly reviews and establishing KPIs that guided feature completeness and usability.

Test Lead (Freelance) – Testlio

Jan 2021 – Feb 2023

Designed and prioritised end-to-end test suites in Jira, shortening release test cycles and elevating bug-detection rates, which improved client satisfaction scores across multiple mobile and web projects.