

LAHAR GURSAHANI

SENIOR BUSINESS ANALYST

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PROFILE SUMMARY

- Senior business analyst with over 12 years' experience in both private and public sector technology initiatives including retail, insurance, e-commerce, banking, fleet management, provincial municipal governments
- Experienced consultant to product, project, change and business transformation leaders
- Diverse digital transformation experience focussed on optimizing technology to support evolving business and customer needs and maximizing operational efficiencies
- Broad experience in end-to-end enterprise software implementations and digital user experience creation
- Expert in software requirement engineering – elicitation, analysis, specification and validation of software requirements and create reusable and high-quality requirement specifications documentation
- Extensive knowledge in business process optimization and automation, lean business cases, scope documentation, standard operating procedures, customer journey maps, user journey maps, value stream maps, persona creations, data dictionaries, user stories, gap analysis, component libraries and digital roadmaps to improve customer experience and operational efficiency across industries.

CORE COMPETENCIES & TECHNICAL FLUENCY

Human Skills:	Self-starter, Big picture, analytical thinker, Active listener, Clear communicator, Positive team player & collaborator, Creative problem solver, Consensus builder
Business & BA:	Digital transformation, Waterfall, Agile & Hybrid project cultures, Business & technical requirements gathering, Change management, ITSM implementation, Website content management, Data analytics, Client relationship management, Stakeholder management, Workshop facilitation, Project co-ordination
Technology:	Microsoft Dynamic 365 CRM including Power Portals & Power BI; WCMS – Adobe Experience Manager (AEM); Artificial Intelligence and Machine Learning software – Decision Mines; ITSM ServiceNow; JIRA, Confluence, Azure DevOps for Requirements and Project Management.; UX/UI, Wireframes, Prototype & Mock-up; Power BI, SQL and MS Excel for data extraction, analysis, and reporting; MS Visio, XD Adobe, Lucid Charts, Figma for process modeling and wireframes
Certifications:	COBIT® 2019 Foundation Certificate, Certified Scrum Product Owner (CSPO)

PROFESSIONAL EXPERIENCE

Project: ServiceNow Implementation to replace BMC Remedy system

- Lead requirements elicitation, analysis, specification and validation of business, user, and functional requirements for ITSM processes such as Incident Management, Problem Management, Change Management, Service Level Management and Service Catalog
- Lead UAT and track defects to resolution and deployment
- Facilitate workshops and training sessions to educate stakeholders on ServiceNow and their impact on business processes.

Project: Implementation of Contact center as a service to replace end of life Genesys Product (Five9 COTS implementation)

- Acted as the single point of contact for vendor management, overseeing contract compliance, resolving escalations, and ensuring timely deliverables.
- Elicited, analyzed, and delivered business and functional requirements, including BRDs, list of Queues, IVR call flows, configuration playbooks, wrap codes, roles and accesses, passive voice biometrics, Credit card secured payments, Voice signatures and other unique requirements across 22 lines of business, such as CCO, ITSM, and Broker departments.
- Facilitated User Acceptance Testing (UAT) by coordinating test plans, gathering feedback from 22 business units, and ensuring defects were tracked and resolved before deployment.
- Creation of Data migration strategies (Transactional and master data) along with the vendor.
- Gathered requirements for out of box and custom reporting for each department affected due to the migration.
- Tightly worked with change management team to create communication plans and Training plans for impacted business lines.

Project: Enterprise-Wide Internal Identity & Privileged Access Implementation to replace inconsistent model -after operational method to RBAC entitlement Framework

- Conducted detailed analysis and documentation to drive the enterprise-wide expansion of Role-Based Access Control (RBAC) entitlements across all business units, establishing a consistent and auditable framework for secure internal access management.
- Partnered with Cybersecurity, IT GRC, and Service Management stakeholders to define and enforce access control policies, validate privileged user entitlements, and systematically reduce overprovisioning — directly lowering the organization's identity attack surface.
- Developed the Entitlement Management Matrix for privileged users, enabling precise role-to-permission mapping within Microsoft Entra ID and Azure Privileged Identity Management (PIM) to support least-privilege enforcement at scale.
- Led the onboarding of privileged accounts to Azure PIM with Just-in-Time (JIT) access enforcement, strengthening identity lifecycle governance and significantly reducing exposure of sensitive systems and data.
- Translated audit findings and identified security control gaps into actionable functional and operational requirements, directly improving internal IAM processes and supporting regulatory compliance posture.
- Partnered with ServiceNow teams to operationalize privileged access request and approval workflows, standardizing IAM operations and creating a repeatable, audit-ready process for access governance.
- Facilitated cross-functional workshops with IT and Cybersecurity stakeholders to define secure role memberships across Microsoft Azure tenants, aligning entitlements to least-privilege principles and Zero Trust security objectives.

Project: Migrated Brokers Online site's Customer Identity and Access Management (CIAM) solution to replace legacy systems (PMIS/PUMA)

- Drove the end-to-end implementation of a Customer Identity & Access Management (CIAM) solution to retire legacy systems (PMIS/PUMA), securing external user access for brokers, driver educators, and partner communities across multiple platforms (BOL, DEIC, DES, MPI Learn).
- Partnered with Cybersecurity and Enterprise Architecture to define access requirements aligned to internal security standards, and validated secure authentication flows through Proof-of-Concept integrations with WordPress, Power Pages, and Microsoft Entra External ID.
- Led requirements gathering workshops and MVP scoping with cross-functional stakeholders, translating business continuity risks, PMIS retirement gaps, and SharePoint end-of-life exposures into phased functional requirements for the new CIAM solution.
- Developed end-user onboarding documentation and change management support materials, covering self-service and managed invitation flows, and coordinating transition activities for all impacted external user communities.

Project: Senior BA on additional engagements

- Cybersecurity – Implementation of CyberArk Privileged Access Management (PAM) solutions, enhancing secure access controls and compliance
- Audit Board GRC Implementation: Process Design & Governance Framework for Risk, Exception, and Third-Party Management
- Digital Electric Vehicle Incentive Claims Program (SharePoint, PowerBI)

City of Richmond Hill — Senior Business Analyst (Contract)

Jan 2023 – Jul 2023

Project: After Hours IT Support Implementation

- Led identification and consensus building around which services qualify for after-hours IT support
- Developed two viable best practice models for after-hours IT support
- Partnered with organizational change impact analysis team
- Collaborated to create implementation plan, policy and procedures for selected after-hours IT support model
- Conducted dry runs and training sessions to support implementation of support model
- Ad hoc support to other engagements involving requirement workshops, SOPs, user stories, BRDs, market research, daily scrum facilitation, sprint planning, sprint retrospectives, and sprint demos and vendor management.

MNP Digital — Senior Consultant/Business Analyst (Contract)

Jan 2022 – Dec 2022

Project: MNP Dynamic 365 Project Operations Implementation

- Led 75+ cross functional user interviews across the organization to build consensus on current state business processes and data maps to establish scope for process automation

Project: CAA Atlantic Travel – AEM Website Upgrade

- Led cross functional requirements gathering to solidify project scope and acceptance criteria
- Defined business requirements and translated into functional specifications and agile stories for AEM development teams

Project: City of Ottawa - Dynamic 365 Customer Service Module Implementation

- Led requirements gathering and business process re-engineering plans to support transformation of transit customer feedback system

Media Monks, Toronto — Senior Business Analyst (Contract)

June 2021 – Dec 2021

Project: HP Computer AEM Website Development and Maintenance

- Leveraged Adobe AEM to elicit, analyze, document, and validate requirements and guide the design and implementation of client's websites and mobile applications
- Facilitated workshops and interviews with marketing teams to identify and document viable business cases

Element Fleet Management — Business Analyst (Contract)

Jan 2020 – Jun 2021

Project: Fleet Management Enterprise-wide Customer Ordering System Upgrade

- Completed requirements gap analysis leveraging process modelling techniques to map current-state process flows and future state business processes
- Facilitated multiple cross-functional JAD sessions to elicit and document business, technical and UX requirements for diverse business stakeholders (VPs, Directors, Senior Managers, Solution Architects, Product Owners)
- Developed customer journey maps and data maps to facilitate data integration with the dependent system components and bridging to mainframe
- Supported sprint management and advised Product Owner by prioritizing requirements backlog and aligning epics, user stories and acceptance criteria with business priorities

Cybage Software — Digital Transformation Consultant (Fulltime)

April 2016 – Oct 2019

Project: Customer Attrition Analysis & Reduction (Wealth Management Client)

- Reduced customer attrition levels by optimizing customer data management practices leveraging Power BI to create AI-based customer attrition prescriptive & predictive models
- Partnered with scrum teams to implement machine learning algorithms that support business requirements

Project: Retail E-Commerce Portal Upgrade & Mobile Application Development

- Leveraging Industry best practices to establish project scope
- Prepared business cases, customer journey maps, persona creations, digital roadmaps to improve customer experience across B2C, B2B, B2B2C, O2O and Omni-channel.
- Developed business requirements documents and functional requirements documents based on use cases, test cases, and test plans

Wipro Technologies — Lean Six Sigma Consultant (Fulltime)

July 2014 – April 2016

Project: Customer Attrition Analysis & Reduction (Wealth Management Client)

- Supported process optimization workshop facilitation and documentation for multiple Lean and Six Sigma client projects