

TUSHAR VATS

Lead / Senior Business Analyst | Enterprise Delivery & Process Transformation

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PROFESSIONAL SUMMARY

Analytical Lead / Senior Business Analyst with 10+ years of enterprise experience directing 40+ mission-critical digital programs across defense, e-governance, and education sectors. Track record spanning 9,000+ active delivery days, including a zero-security-incident deployment for the Indian Navy. Expert in business process modeling (BPMN), requirements engineering (BRD/SRS), pre-sales bid authoring (RFP/SOW), and ISO 9001 quality audits. Proven early adopter of AI tooling (Claude, ChatGPT) and BI pipelines, cutting manual documentation effort by 65% and cycle reporting times by 60%.

CORE COMPETENCIES

- Requirements Engineering:** BRD, SRS, BPMN Process Modeling, As-Is / To-Be Analysis, Gap Analysis, User Stories & Acceptance Criteria, Use Case Diagrams, Data Flow Diagrams (DFDs)
- Delivery & Governance:** Agile/Scrum, Scope Management, Change Control, Risk Mitigation, ISO 9001 Quality Audits, SOW/RFP Formulation, Stakeholder Management
- Data & Business Intelligence:** Power BI (DAX, Admin, Dashboards), PostgreSQL, MSSQL, Oracle SQL, Data Modeling, Advanced Excel (VBA/Macros), ETL Pipelines
- Technical & Systems Integration:** Symmetric & Asymmetric Encryption, PKI & KMS Integration, Single Sign-On (SSO), Edge Device Systems, BOSS Linux, Liferay
- Platforms & AI Workflows:** JIRA, Confluence, Microsoft Visio, Azure DevOps, Bugzilla, Microsoft Dynamics NAV, Prompt Engineering (Claude, ChatGPT, Copilot)

PROFESSIONAL EXPERIENCE

- Senior / Lead Business Analyst — Tech Mahindra** Jan 2022 – Present | Gurugram, India
- Defense Systems Delivery:** Direct end-to-end business analysis for mission-critical defense platforms, including the Card Management System (CMS/AFSAC) and Leave Transfer Permanent Duty Management System for the **Indian Navy** across 1,600+ delivery days with zero security breaches.
 - Cryptographic & Systems Architecture:** Spearheaded functional specifications for symmetric and asymmetric encryption, Single Sign-On (SSO), PKI / CA architecture, Key Management Systems (KMS), and hardware integrations across Liferay, BOSS Linux, Python, and OpenCV edge hardware.
 - Reporting Pipeline Automation:** Built executive Power BI dashboards with DAX-driven KPIs, automating UAT, MTU, SSL, and MAC-binding test validations from Excel into Power BI, cutting routine reporting overhead by 60%.
 - AI Acceleration & Efficiency:** Integrated advanced prompt frameworks with Claude and ChatGPT into sprint workflows, compressing requirement scoping and process documentation cycles by 65%.
 - Governance & SPOC Role:** Acted as primary client-facing SPOC for defense stakeholders, driving change management, scope validation, and risk remediation across engineering and operational teams.

- Consultant Business Analyst / Project & QA Lead — Expedien eSolutions Ltd.** Sep 2015 – Jan 2022 | Noida, India
- State & National E-Governance ERPs:** Led requirement elicitation and release planning for statewide digital initiatives in association with KELTRON, deploying enterprise ERP and mobile solutions across central bureaus and state universities.
 - ISO 9001 Compliance Leadership:** Functioned as Assessment and QA Lead; executed internal audits, sustained 100% compliance during external ISO 9001 audits, and managed end-to-end defect lifecycles in Bugzilla.
 - Bid Governance & Pre-Sales:** Authored technical response proposals for Requests for Proposal (RFP), Statements of Work (SOW), and system acquisition roadmaps that secured multi-year government contracts.
 - Cross-Platform Gateway Integrations:** Directed data mapping and schema specifications for third-party payment gateways, SMS/Email communication engines, and ERP subsystems built on Microsoft Dynamics NAV and .NET MVC.
 - Stakeholder Mentorship:** Mentored junior business analysts and QA engineers in Agile best practices, user story composition, and structured acceptance criteria verification.

SELECTED PROJECTS PORTFOLIO

- Card Management System (CMS / AFSAC) & Leave Transfer Permanent Duty Management System | Indian Navy :** Directing end-to-end business analysis and delivery for dual ongoing defense platforms (1,614+ active delivery days). Authored BRD/SRS documentation, architected workflows for PKI/CA issuance, symmetric/asymmetric encryption, and KMS key management with zero security incidents. *(Jan 2022 – Present | Java, BOSS Linux, Liferay, PostgreSQL, Python, OpenCV, KMS, Custom API, NUD Integration, JIRA, Power BI)*
- Integrated Management System (IMS ERP) | Bureau of Outreach & Communication:** Managed functional architecture for back-office enterprise ERP and mobile workflows, driving a 40% efficiency boost in government communication tracking. *(Sep 2019 – Dec 2021 | Dynamics NAV, .NET MVC, Angular, MSSQL, Confluence, Power BI)*
- Statewide Academic & Admin ERP | Bihar School Examination Board (BSEB):** Orchestrated statewide administrative platform covering student grievance tracking, RTI, and educational grants across 2,590 active delivery days. *(Sep 2019 – Dec 2021 | .NET 4.5, MVC, MSSQL, Web API, AngularJS, Dynamics NAV)*
- Goa University Management System (GUMS Phases 1 & 2) | Goa University:** Delivered 34 integrated back-office and academic administration modules operating continuously at 99.5% uptime across 944 delivery days. *(Dec 2015 – Mar 2018 | JIRA, Power BI, Visio, .NET MVC, Entity Framework, MSSQL)*

- **University Management System (UMS) | Sagar University, Madhya Pradesh:** Delivered 8 e-governance and administrative modules on schedule and 15% under budget across 608 delivery days. *(Feb 2018 – Dec 2021 | .NET MVC, C#, AngularJs, MSSQL, JIRA)*
- **Online Bill Submission & Tracking Management System | National Testing Agency (NTA), Noida:** Designed automated claims reconciliation workflow, cutting invoice processing turnaround times by 50% in a rapid 62-day transformation cycle. *(Mar 2019 – Sep 2019 | .NET, AngularJs, Dynamics NAV, MSSQL)*

EDUCATION

Master of Business Administration (MBA) — Marketing & Information Technology	2013 – 2015
Guru Gobind Singh Indraprastha University (GGSIPU), New Delhi	
Bachelor of Computer Applications (BCA) — Computer Applications	2010 – 2013
Guru Gobind Singh Indraprastha University (GGSIPU), New Delhi	

CERTIFICATIONS & CREDENTIALS

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| <ul style="list-style-type: none">• Oracle SQL Certification (Oracle Learning Explorer)• Claude API & Prompt Engineering (Anthropic)• AI Foundations: NLP & ML (Jio Institute) | <ul style="list-style-type: none">• Project Management Fundamentals (IBM SkillsBuild ID: PWID-B1005600)• Applied AI Prompting (Dubai Future Foundation)• Power BI Dashboard Design & DAX Query Optimization |
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