

Vansh Bhalla

BUSINESS ANALYST - Data Analysis, System Integration & Cloud-Based Monitoring

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📍 [Toronto](#)

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SKILLS

- **Business & Data Analysis:** KPI/ROI Reporting, Requirements Gathering & Mapping, Stakeholder Management.
- **Cloud Platforms & Monitoring:** AWS, Azure, ServiceNow, AWS CloudWatch, ELK Stack, AWS OpenSearch.
- **Data Visualization & Reporting Tools:** PowerBI, Apptio, Jupyter Dashboards & Reporting, ServiceNow Reports.
- **System Integration & Database Management:** Data Authentication, Operations SOPs, ServiceNow Management.
- **Agile & Project Tools:** JIRA, Confluence, Scrum Documentation, Sprint Planning, Change & Incident Management.

PROJECT EXPERIENCE

Enterprise Monitoring Automation Platform

June 2024 – Present

Role: Business Analyst

Toronto

- Defined ELK Stack ServiceNow requirements, improving incident triage flow by 30%, ensuring traceability, reliability, and aligning technical dependencies across engineering, operations, and alert response communication channels.
- Structured and evaluated AWS OpenSearch dashboards to extract actionable insights, increased real-time metric visibility rate by 40%, aiding diagnostic evaluation cycles and analytical reviews by system performance stakeholders.
- Developed cloud latency notebooks in Jupyter using API-fed metrics; reduced reporting time by 25%, and delivered reproducible templates that simplified communication across engineering and product leadership groups and teams.

UAT Support for KYC/AML Platform Enhancements

January 2024 – May 2024

Role: Business Analyst

Canada

- Created 50+ UAT test cases for KYC flows and AML alerts; achieved 98% test coverage, identified 22 defects, and helped decrease post-deployment issues by 40% through cross-team collaboration and data-logged feedback loops.
- Processed functional mismatches using JIRA, including API authentication payload misfires and UI response lags; coordinated with developers and QA teams to ensure accuracy by 40% and verified resolution during release checkpoints.
- Conducted business KYC response verification using authentication tools, uncovered schema issues, and contributed to error documentation that improved developer communication and accelerated bug remediation cycle time by 22%.

Market Research & Feature Benchmarking for KYC/AML UX

September 2023 – December 2023

Role: Business Analyst

Remote (Canada)

- Analyzed UX flows of 6 fintech platforms, benchmarking 10+ verification modules; proposed 3 feature additions including document re-upload prompts, visual progress trackers, and smart alerts based on real-time user behavior insights.
- Built a feature matrix consolidating business stakeholder feedback and industry benchmarks, enabled the product team to score usability dimensions by 30% and align roadmap priorities based on an empirical performance indicator system.
- Compiled competitor insights by 32% and tracked fraud-flagging innovations, presented findings in a stakeholder workshop that guided the inclusion of automated tracking elements and instant status displays in future prototypes.

Restaurant POS System

February 2023 – August 2023

Role: Business Analyst

India

- Defined technical scope for transaction synchronization across Android, iOS, and web platforms; maintained 99.5% data integrity by a consistent architecture logic layers and real-time response structures using modular business design.
- Refined backend API documentation and created structured workflows for order handling; enabled seamless kitchen to payment tracking and enhanced item availability response rate by 27% through performance-focused evaluations.
- Facilitated requirement gathering with finance, kitchen, and inventory units, translated 70% operational feedback into formal case diagrams, and guided backend changes across development sprints using direct annotations in the system.

Reverse Logistics for i-Force

May 2022 – January 2023

Role: Business Analyst

India

- Designed process maps for return workflows integrating barcode validation systems; minimized package delay rates by 20%, streamlined warehouse intake coordination, and improved shelving communication across logistics divisions.
- Quantified return reasons using historical failure data analysis, recommended redesign of intake sorting to prioritize frequent triggers by 30%, enabling inventory teams to minimize idle restocking inventory through system dashboards.
- Conducted requirements with inventory managers and system architects, proposed scanning checkpoint automation that increased asset verification speed by 40% and reduced errors in packages during return handling operations.

EDUCATION

Diploma in Business

Georgian College, Toronto

May 2022 – April 2024

CGPA: 3.8/4.0

CERTIFICATIONS

- IBM Introduction to Business Analysis