





**Jacob P James**  
**Senior Business Analyst/  
Product Owner**



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### Profile Summary

I am a seasoned Senior Business Analyst with over 10 years of expertise in software project management and product development across diverse sectors including Insurance, HRMS, Retail, and Manufacturing. Proven track record in leading end-to-end implementations, driving digital transformation, and optimizing business processes. Skilled in Agile methodologies, Scrum framework, and implementing solutions such as Ramco HCM, Microsoft Dynamics, and Insurance Core Applications. Expertise includes stakeholder management, process optimization, and delivering cutting-edge IT solutions that enhance operational efficiency and foster business growth.

### Personal Details

**DOB:** 09/09/1987, **Nationality:** Indian, **Marital Status:** Married, **Visa Status:** Residence Visa Dubai

### Interests

Project Management, Agile, and SDLC  
Business analysis, data analysis, software implementation and support, Product Development,

### Certifications & Trainings

- **PMI ACP Certified**, PMI Member ID :10971892
- Professional Scrum Master (PSM I) from Scrum.org
- Professional Scrum Product Owner (PSPO I) from Scrum.org
- Certified Lean Six Sigma Green Belt
- Certified Lean Six Sigma Yellow Belt
- Certified Lean Specialist
- Ramco HCM L1 Certified
- Agile Methodology Training

### International Experience



### Languages

Proficient - English/Hindi/ Malayalam.

### Education

B. Tech (Bachelor of Technology in Computer Science and Engineering)  
University of Kerala  
MBA (Human Resource Management and Marketing Management) SCMS Cochin  
School of Business.

### Skills:

- **Analysis & Documentation:** Business analysis, Requirements gathering, Strategy analysis, Data analysis, Documentation.
- **Project Management:** Agile and Scrum methodology, Project Management, Stakeholder Management, Process Improvement, Problem-solving
- **Technical Skills:** BPMN, Power BI, JIRA, R Programming, SQL, Prototyping & wireframing, MS Visio.
- **Software & Tools:** Microsoft Dynamics, Ramco HCM, Insurance Core Business Applications, Customer Engagement Platforms

### Key Achievements:

- Launched a new product line tailored for insurance companies, contributing 15% to total revenue.
- Reduced the HR operation cost by around 50% by implementing the new HRMS with process standardization.
- Orchestrated the company's digital transformation, leading to a 20% increase in sales.
- Pioneered a product development team at Intertec Systems, reshaping the company from a system integrator to a product-centric firm by innovating unique insurance solutions for core clients.

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● **Work Experience**  
**Product Owner / Senior Business Analyst - Intertec Systems**  
**May'18 - Till Date**

📍 **Dubai, UAE**

- Successful Project Orchestrator: Successfully led critical projects implementing Insurance Core Application (General and Health Insurance LOB), Customer Engagement Portal, RAMCO HCM, and Microsoft Dynamics (HR and Payroll) using Agile methodologies, improving system efficiency by 20%.
- GCC HRMS Implementation Leader: Spearheaded RAMCO HRMS implementation across UAE, Bahrain, KSA, and Oman, aligning regional operations and reducing HR processing time by 30%.
- Microsoft Dynamics Expert: Spearheaded adoption of Microsoft Dynamics HR and Payroll solutions, streamlining HR operations in KSA.
- Designed and documented "As-Is" and "To-Be" process flows, leading to a 25% reduction in process time.
- Collect user feedback after launch and recommend improvements to drive ongoing enhancements, leveraging metrics such as CSAT and NPS to measure customer satisfaction.
- Draft and document functional and non-functional requirements for multiple concurrent projects, translating them into well-defined Epics, Features, and User Stories on Jira boards for streamlined project execution
- Scrum Product Owner: Guided application development within Agile frameworks, leading Scrum ceremonies, backlog refinement and fostering productivity.
- Requirements Specialist: Defined project scopes through BRDs and process maps, ensuring 100% alignment with objectives.
- Project Visionary: Integrated innovative projects into company strategy, increasing stakeholder engagement by 25%.
- Conducted system analysis and functional demonstrations for senior executives, ensuring 100% alignment with business needs.
- Proposal Drafter: Created comprehensive proposals aligned with customer needs.
- Roadmap Manager: Managed digital product roadmaps, ensuring 100% on-time delivery.
- Lifecycle Manager: Led product teams from conception to feature launches, achieving a 100% project completion rate.
- Customer Researcher: Conducted research to understand and address customer needs, achieving a 98% satisfaction rate.
- Benchmark Analyst: Performed industry research and competitive benchmarking.
- UX Collaborator: Worked with UI/UX teams to deliver exceptional user experiences.
- Analytical Support: Provided analytical support for new product development and program implementation.
- UAT Leader: Managed User Acceptance Testing (UAT) and coordinated system enhancements.
- Documentation & Training: Prepared project documents and training materials

● **Business Analyst– Software Project/Delivery– Cordis Technology LLC**  
**May16-Apr'18**

📍 **Dubai, UAE**

- Collected and analyzed requirements, ensuring comprehensive understanding and alignment with client needs.
- Prepared detailed project documentation, including BRD, SRS, and training materials.
- Developed workflow diagrams using BPMN to streamline processes.
- Conducted comprehensive requirements elicitation through stakeholder engagement, workshops, and gap analysis.
- Delivered precise functional specifications covering functional hierarchy, workflows, business rules, interface design, outstanding issues, data analysis, and data mapping for vendors and development teams.
- Conducted market studies and research to support the launch of new projects.
- Analyzed process requirements, defined project scopes, and allocated resources, tasks, and timelines effectively.
- Collected and analyzed data using R programming, SPSS, and Excel.
- Utilized SQL for database creation, data retrieval, and analysis.
- Executed IT project deployments on the Unix platform.
- Managed testing phases and successful delivery of various projects.
- Analyzed critical processes to identify and rectify errors and bottlenecks.
- Standardized processes using Kaizen and lean management techniques.
- Created process diagrams and workflows using MS Visio for effective project execution.
- Documented each project phase to measure and review post-project impact.

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- Collaborated with the Product Development team to design and develop new software products.

## ● **HR Analyst — Muthoot Group**

📍 **Kerala**

**Apr'14–Apr'16**

- Designed the HR dashboard and did many analyses about many of the key HR drivers like Recruitment, Training & Development, Organizational effectiveness, etc.
- Implemented HRMS for the entire group.
- Executed requirement collection & BRD preparation of many projects.
- Worked with the customer service department and office administration department to execute various activities of the company as part of job rotation.
- Worked with the Appointment order team to give appointment orders to candidates who accepted the offer of employment.
- Did User Acceptance testing (UAT) of all modules of the Human Resource Management system.
- Executed training for the regional HR team.
- Developed plans for diversifying business activities in the organization.

## ● **HR Analyst Trainee – TVS Group**

📍 **Chennai**

**Jun'13- Dec'13**

- Evaluated the training needs of the employees.
- Measured training effectiveness for various training programs conducted by the company from 2012 March to 2013 March
- Model used: Donald L Kirkpatrick evaluation model.

### **Major Projects Executed**

- Implemented the Ministry of Health and Prevention (MOHAP) project for pharma services.
- Led the deployment of Insurance Core Business Applications for a major GCC-based insurance company, covering both General and Life insurance.
- Led the development insurance core business applications covering General and Health insurance line of business.
- Managed the implementation of a customer engagement portal for insurance companies and intermediaries in the UAE.
- Served as Functional Consultant for Ramco HCM and Microsoft Dynamics in HRMS (Core HR & Payroll modules) across the GCC region from June 2018 to June 2021.
- Specialized in automating insurance processes at an insurance brokerage firm in Dubai, UAE, as a Business Analyst from May 2016 to July 2017.
- Oversaw the implementation of the Human Resource Management system for Muthoot Fincorp in India from November 2014 to February 2016.