

MOHAMED SHAJITH

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PRODUCT BUSINESS ANALYST

PROFESSIONAL SUMMARY

Results-driven Business Analyst with an experience of 5 years and a proven track record of eliciting, analyzing, and documenting business requirements to support product development and process optimization. Skilled in translating complex business needs into clear, actionable deliverables including BRDs, User stories, acceptance criteria, and process flow diagrams. Adept in collaborating with cross functional stakeholders to bridge the gap between business and technical teams, ensuring alignment and clarity throughout the software development life cycle. Passionate and experienced in facilitating workshops and requirement gathering sessions to drive informed decision making.

AREAS OF EXPERTISE

✓ Business requirements gathering	✓ Business Requirement Documentation (BRD)	✓ User Story Creation	✓ Acceptance Criteria Definition
✓ Process Flow Documentation	✓ User Persona Development	✓ Workshop & Meeting Facilitation	✓ Stakeholder Communication & Management
✓ Agile Methodologies (Scrum, Kanban, Waterfall)	✓ SDLC	✓ Analytical Thinking and Problem Solving	✓ Technical – Business Liaison
✓ Documentation Standards & Template Creation	✓ SaaS Product Familiarity	✓ Technical Documentation	✓ Technical Training Facilitator

PROFESSIONAL EXPERIENCE

Technical Sales Engineer | Customer Excellence GulfHR, Dubai **Sept. 2024 – Jan. 2025**

GulfHR is a cloud-based HRMS built for the GCC, offering payroll, self-service, and compliance with local regulations. It helps HR teams streamline processes and improve efficiency.

- Assisted sales team with Product Demonstrations and Technical Demonstrations. Coordinated with Commercial and Sales team to develop commercial proposals and technical documentation as needed.
- Lead Bid Responses for HRMS and Payroll related RFP and RFI by analyzing Bid Documentations and coordinating a bespoke response aligning comprehensive research on Client goals, vision and mission.
- Led successful Pre-sales and post-sales support, ensuring smooth HRMS Adoption and client satisfaction.
- Enhanced process through strategic recommendations on best practices and continuous improvements.
- Conduct business requirements study sessions to understand and develop BRD Documents that helps with proposal development, Implementation and later conduct technical trainings based on stakeholder requirements.

Pre-Sales Engineer | IT Bid and Sourcing Specialist SilwaTech, Dubai **Aug. 2021 – Sept. 2024**

Silwatech is a Dubai-based IT company specializing in software development, AI solutions, and IT infrastructure, serving diverse industries across the Middle East and Africa. Primarily focused on Government Tenders for Information Technology based projects.

- Successfully managed 10+ high profile government projects, namely, RTA, Dubai Civil Defense, Sharjah Airports, ERADA, etc.
- Lead Bid Responses for IT, AV, ELV, Managed Services, Custom Software, and IT Hardware related RFP and RFI by analyzing Bid Documentations and coordinating a bespoke response aligning comprehensive research on Client goals, vision and mission.
- Led successful Pre-sales and post-sales support, ensuring smooth adoption of new technologies and client satisfaction.
- Led the proposal process, from understanding client needs to creating tailored technology solutions.
- Conducted Technical Briefing sessions with multiple stakeholders to develop well informed proposals and Software / Hardware specifications and requirement documentation.

Technical Consultant | Technical Implementation Specialist Cube Innovators Technologies,
Dubai

March 2020 – July 2021

Cube Innovators Technologies is a Dubai-based IT company offering document management and digitization solutions, helping businesses go paperless with tools like ContentVerse DMS and EasyIndex.

EdTech Consultant The Knowledge Hub, Dubai

Sept. 2019 – Feb. 2019

The Knowledge Hub is a Dubai-based EdTech company providing STEAM-focused learning solutions through global partnerships like LEGO® Education, serving schools across the GCC and Asia.

Technical Implementation Specialist (Intern) ADNOC HQ, Abu Dhabi

Feb. 2019 – Sept. 2019

At ADNOC HQ, I supported the deployment of Mobile Device Management (MDM) for 13,000+ employees and ensured smooth rollout of CITRIX Solutions by troubleshooting issues and coordinating with the development team. I contributed to reducing downtime and enabling seamless mobile access for both on-site and offshore teams.

EDUCATION

Bachelor of Technology, Computer Science & Engineering

Manipal Academy of Higher Education, Dubai Campus

2015 - 2019