

JUDE YOOGEN GUNARATNAM

Business Analyst

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PROFESSIONAL SUMMARY

Business Analyst with 2.8+ years of experience supporting enterprise-scale system transformation initiatives within regulated environments. Proven expertise in requirements engineering, stakeholder alignment, and SQL-based data validation across complex multi-system implementations. Experienced in supporting system modernisation, data integrity checks, reconciliation validation, and cross-functional coordination between business, IT, and vendor teams. Strong analytical mindset with a structured approach to bridging business needs and technical delivery across the SDLC.

SKILLS

Business Analysis & Requirements Engineering

End-to-end requirements elicitation and BRD documentation, user stories and acceptance criteria definition, RTM management, legacy-to-target gap analysis, BPMN 2.0 process mapping, and structured stakeholder workshop facilitation to ensure business-IT alignment across the SDLC.

Data Analysis & System Transformation Support

SQL-based data analysis and validation, data reconciliation and integrity checks, source-to-target mapping review, data quality rule validation, UAT data verification, and master/transactional data assessment to support system enhancements and migration readiness.

Agile Delivery & Tools

Agile/Scrum methodologies, Azure DevOps, Jira, Confluence, SQL, Microsoft Excel, release coordination, and post-deployment Hypercare support within enterprise transformation environments.

PROFESSIONAL EXPERIENCE

Skill Quotient Sdn Bhd (PETRONAS Digital)

August 2024 - Present

- Led end-to-end requirements engineering for enterprise procurement platform modernisation initiatives across multi-entity environments.
- Collaborated with business, IT, and vendor teams to document BRDs, user stories, acceptance criteria, and maintain full traceability across Azure DevOps.
- Conducted structured SQL-based data validation and reconciliation checks to ensure data accuracy during system enhancements and release cycles.
- Reviewed source-to-target field mappings and supported validation of transformation logic to ensure data consistency across system deployments.
- Facilitated 15+ cross-functional workshops involving procurement, finance, logistics, and operations stakeholders to align system functionality with operational controls.

- Contributed to workflow automation initiatives reducing manual processing by 40% across 200+ enterprise users.
- Supported system stabilisation and Hypercare governance, maintaining 99.5% post-deployment system reliability.
- Contributed to delivery initiatives generating RM 1.6 million in cost efficiencies through structured requirements and release planning.

AMK Technology Solutions (PETRONAS Digital)

July 2023 - August 2024

- Acted as a liaison between business stakeholders and technical teams for enterprise procurement platform enhancements.
- Performed SQL-based data extraction and validation to ensure transactional data integrity and alignment with financial controls.
- Supported gap analysis between legacy workflows and target system functionality during enhancement planning.
- Assisted in validating functional specifications, system behaviour, and data accuracy during UAT cycles.
- Improved production quality by strengthening requirements validation and structured defect analysis, reducing defects by 25%.
- Coordinated stakeholder walkthroughs and supported release readiness documentation.

EDUCATION & CERTIFICATIONS

Bachelor of Science (Hons) - Computer Science, Software Engineering

University Technology Malaysia (Part-Time, Expected 2027)

Diploma in Digital Technology - Information Technology

Politeknik Metro Tasek Gelugor | GPA 3.56

ADDITIONAL INFORMATION

- **Languages:** English, Bahasa Malaysia, Tamil, Telugu
- **Certifications:** CPMAI, Lean Six Sigma White Belt