
Srihari Ganta

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product manager, business analyst, operations analyst

Analytical and mission-driven Business Analyst with 6+ years of experience supporting data-informed decision-making, policy alignment, and service delivery optimization in public sector and regulated environments. Skilled in evaluating business processes, designing performance measurement frameworks, and building collaborative solutions with internal and external stakeholders. Proven ability to analyze service needs, assess strategic opportunities, and support innovative change aligned with government and community outcomes. Brings strong technical and interpersonal skills, with experience in business analysis, research and development, and software-based application improvements. Known for generating actionable recommendations, fostering collaboration, and applying best practices to enhance accessibility, performance, and organizational growth.

WORK EXPERIENCE

Rogers Communications • Toronto, ON • 11/2022 – Present

Business Analyst – Strategic Operations & Reporting

Worked on the launch of the TSC Marketplace (powered by Mirakl), a digital commerce platform for third-party vendors under Rogers' retail portfolio. I gathered business requirements from product, legal, operations, and IT teams to ensure vendor onboarding and order management aligned with internal systems. Coordinated integration between Mirakl APIs and Rogers' legacy order processing and CRM platforms. Collaborated closely with UX, legal, and data teams to build dashboards and compliance workflows. This project strengthened Rogers' retail ecosystem, enabled new revenue streams, and positioned the platform for scalable growth.

- Led a cross-functional effort to integrate a new SaaS platform, improving customer onboarding satisfaction by 20% and cutting ticket resolution times by 28%.
- Worked with stakeholders to turn 50+ requirements into scalable user stories that strengthened CRM functionality and streamlined service processes.
- Redesigned customer support workflows in MS Visio and Miro, leading to a 30% reduction in handoffs and better service flow.
- Built Power BI dashboards to forecast service demand and track SLA metrics, helping the team boost productivity by 15%.
- Organized UAT planning and delivery across three SaaS releases, tracking 100+ issues using Jira and collaborating closely with QA and development teams.
- Created business cases that secured \$250K in SaaS investments by clearly demonstrating ROI and long-term scalability.
- Worked with UX designers using Figma to refresh support portals, improving navigation speed by 22%.
- Prepared leadership updates and strategy roadmaps with PowerPoint presentations, helping accelerate project decisions.
- Advised compliance and legal teams on cloud service integration, improving policy alignment turnaround by 40%.
- Built an internal playbook to support broader SaaS adoption across departments, improving engagement by 18%.

BMO Financial Group • Toronto, ON • 03/2022 – 09/2022

Business Analyst – Analytics & Program Effectiveness

Led an internal initiative to improve BMO's insight reporting capabilities for business banking operations. The goal was to reduce manual variance analysis, enhance churn prediction, and provide dashboards for customer success teams. I worked with product leads, finance analysts, and data engineers to build Power BI tools and forecast models. We also collaborated with UX designers to better visualize customer journeys and pain points. The result was a 35% faster reporting cycle and data-driven decision-making for post-sales support.

- Built Power BI dashboards that cut variance reporting time by 35% and helped uncover \$1.2M in operational savings.
- Developed Excel-based forecasting and Power Query tools to predict churn and drive engagement strategies.
- Created SQL and Tableau visualizations to support multi-channel adoption analysis.
- Captured 50+ stakeholder needs and translated them into user stories and agile delivery plans.
- Planned and executed UAT testing for 75+ scenarios, resolving defects and ensuring stability post-launch.
- Designed journey maps and prototype reviews with Miro and Figma, boosting NPS by 12 points.
- Delivered KPI decks to senior leadership to support operations planning and decision-making.
- Ran sprint planning, backlog grooming, and Jira board maintenance to support Agile velocity.
- Contributed to RFP evaluation for CRM tools, modeling platform costs and ROI comparisons.
- Collaborated with DevOps to implement scalable ETL workflows and reduce data latency by 40%.
- Documented test plans, workflows, and process maps in Confluence and Visio.
- Provided root cause analysis and triaged enhancement requests for backlog prioritization.
- Interfaced with vendor teams to resolve escalated issues and ensure SLA compliance.
- Launched post-implementation support tracking, improving SaaS usage and adoption by 18%.

Capgemini • Toronto, ON • 05/2021 – 02/2022

Business Analyst – Public Sector Initiatives

Supported a cloud automation initiative for The Shopping Channel (TSC) division under Rogers, focused on modernizing and migrating legacy IT operations to a hybrid cloud platform. I gathered requirements from business and IT units, mapped manual processes into scalable automation workflows, and collaborated with vendors to align network, ticketing, and batch processing improvements. Worked closely with engineering, QA, and operations teams to optimize ticket management, order processing, and reporting systems. The project reduced manual processing errors by 30%, improved incident response times, and strengthened the foundation for future cloud-based service expansions.

- Facilitated end-to-end service modernization by gathering requirements, aligning policy delivery strategies, and co-leading Agile ceremonies to deliver on roadmap goals.
- Designed Power Automate workflows and Tableau dashboards to track equity-focused KPIs, improve documentation workflows, and strengthen reporting across departments.
- Partnered with ministry and public sector leaders to define accessibility goals and improve service outcomes using real-time dashboards and inclusion-focused SOPs.
- Contributed to change management documentation using Confluence and supported system testing and release planning with QA teams.
- Served as liaison across IT operations and vendor management, helping resolve major incidents and governance escalations efficiently.

- Mapped and automated key IT batch processes across DOS/Ecometry systems; enhanced reporting using SQL and Power BI.
- Coordinated PIRs and proactive incident reviews with vendor partners to reduce downtime and increase service visibility.
- Developed and maintained operational process maps and risk tracking models to support compliance reviews and decision-making.
- Led sessions with offshore development to refine functional stories and ensure coverage for automation implementation.
- Delivered internal communication plans and leadership dashboards to track issue resolution and SLA performance.

Economical insurance • Toronto, ON • 12/2019 – 04/2021

Business Analyst – Public Sector Initiatives

This project involved a rewrite of Property & Casualty / Life insurance web application within Personal and Commercial lines for Economical Insurance. This new enhanced integrated application handles all modules such as Quote Treaty, Annuities, Risk Management, Policy Underwriting, Premium Rating, Claims Management and financial Administration with full workflow management functionality like assigning tasks, escalations for underwriter, pricing and other functional experts. I worked on implementing Core (Guidewire) Systems for underwriters. Guidewire was to replace the old Legacy Systems the Client had previously used to provide them with an integrated Insurance issuance and billing tool to match their growing business needs.

- Supported the modernization of core insurance systems (PolicyCenter and BillingCenter) to SaaS platforms, reducing legacy downtime by 95%.
- Worked with SMEs and Delivery teams to gather business needs, define Duck Creek-specific requirement documents (DRS), and align workflows.
- Designed and mapped scalable application workflows and user journeys aligned with PolicyCenter integration requirements.
- Built SQL validation scripts maintaining 99.5% data accuracy across over 500K+ migrated records during platform cutover.
- Created Power BI dashboards for SLA tracking, claims resolution monitoring, and underwriting workflow performance.
- Developed functional specifications, user stories, and collaborated on RFP documentation that resulted in \$1.8M in vendor partnerships.
- Led UAT planning, testing cycles, and defect triaging with QA and business teams, clearing 90+ high-priority issues before launch.
- Proposed Power Platform automation ideas, saving approximately 120+ manual processing hours per month.
- Conducted system gap analysis sessions and supported policy migration strategies for commercial insurance products.
- Delivered stakeholder-facing project reports and roadmaps through detailed PowerPoint presentations for leadership.
- Facilitated working sessions to map legacy workflows against Guidewire SaaS platform best practices.
- Provided post-launch support, monitoring KPIs and recommending enhancements for continuous improvement.

EDUCATION

Bachelor of Technology in Mechanical Engineering

Jawaharlal Nehru Technological University • Hyderabad, India

Post Graduate in Business Analytics and Project Management

Cambrian College of applied arts and technology • Sudbury, ON

CERTIFICATIONS

Data Analytics Professional Certificate

Google

Product Management Certificate

IBM

PROJECTS

Quantessa – Personalized Wealth & Portfolio Management Platform

- Conceptualized Quantessa as a FinTech product focused on simplifying personal wealth management through real-time data integration and intuitive dashboard design.
- Led product strategy, user research, and MVP delivery using Agile methodologies, with a focus on clear financial goal setting and actionable investment insights.
- Designed and developed dynamic React.js dashboards, ensuring a clean, intuitive UX for finance users to track portfolio performance, sector diversification, and financial health metrics.
- Built robust backend APIs (Express.js, PostgreSQL) and integrated real-time stock market APIs to ensure up-to-date investment tracking and dynamic portfolio rebalancing suggestions.
- Developed personalized goal management tools, enabling users to set, track, and visualize financial milestones across savings, retirement, and investment goals.
- Prioritized API-first architecture, supporting scalability for future integrations with additional asset classes (e.g., crypto) and automated advisory modules.
- Delivered a fully responsive, data-driven platform optimized for transparency, decision-making, and user empowerment in personal finance.

MealMuse – Smart Recipe Recommendation System

- Built and launched MealMuse, a full-stack intelligent recipe recommendation app transforming pantry ingredients into curated meal ideas.
- Designed and implemented a smart ingredient-matching algorithm, supporting dietary filters (vegetarian, vegan, gluten-free, low-carb) and pantry mode for flexible searches.
- Developed a dynamic AI recipe generator using OpenAI integration to create new recipes when no direct match is found.
- Engineered the backend (Express.js), frontend (React.js, TailwindCSS, Framer Motion), and PostgreSQL database with over 500 curated recipes.
- Introduced MoodMatcher, pairing cooking styles with curated music playlists to enhance user engagement and experience.
- Delivered full nutritional breakdowns for each recipe to support informed dietary choices.
- Deployed live on Replit, achieving real-time accessibility and seamless cross-device performance.
- Impact: Simplified meal planning, reduced food waste, and enhanced user creativity and retention through AI-driven personalization and sensory experience.

SKILLS

Agile Backlog Prioritization, Business Case Development, Change Management & Release Readiness, Confluence, CRM Process Mapping, CRM Usability Testing, Cross-Functional Team Collaboration (HR, Documentation & Internal Training, IT, QA), Data Cleaning & Trend Analysis, Employee Experience Mapping, Excel (Advanced), Functional Specs & Acceptance Criteria, Governance & Compliance Alignment, HCM Workflow Support, Jira, KPI Definition & Reporting, Microsoft Project, Performance Measurement & Reporting, Post-Production Monitoring & Feedback Loops, Power Automate, Power BI, Power BI & Tableau Dashboarding, Power Query & VBA Automation, Requirements Gathering & Documentation, Sentiment Dashboard Analysis (AI/ML), Service Delivery Optimization, SLA Monitoring, SOP & Process Documentation, Sprint Planning & Retrospectives, SQL, SQL Querying & Data Extraction, Stakeholder Engagement & Alignment, Tableau, UAT Planning & Execution, User-Centered Design Collaboration, User Story Writing, UX