

# Shayan Shaygani

## Technical Business Analyst | Insurance & Enterprise Platforms

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## PROFESSIONAL SUMMARY

IT Business Analyst with 7+ years spanning business analysis, custom system development, and IT delivery, including 3+ years as the primary liaison between business stakeholders and engineering within an insurance enterprise environment (HUB International). Experienced eliciting, documenting, and validating business and system requirements across the full project lifecycle, from discovery through UAT and production support, using business process modeling, use case and data modeling, and end-to-end requirements traceability. Strong relational database background built through both analyst and full-stack development roles, with hands-on experience applying custom system development methodologies. IIBA-certified in Technical Product Management; Certified Scrum Master.

## TECHNICAL & BUSINESS ANALYSIS SKILLS

- **Business Analysis:** requirements elicitation & documentation, business process modeling, use case & workflow diagrams, data modeling, requirements traceability, current/future-state analysis
- **Testing & Validation:** UAT support & release validation, test case definition, defect triage, QA/integration test coordination, production issue root-cause analysis
- **Technical:** SQL (Azure SQL, BigQuery, MySQL), REST API integration, Python automation (Playwright), PHP/JavaScript full-stack background, custom system development methodologies
- **Stakeholder & Delivery:** cross-functional facilitation, Agile/Scrum leadership, business-to-technical translation, primary point of contact between business and engineering

## EXPERIENCE

**Technical Business Analyst, Enterprise Systems** | HUB International Ltd., Windsor, ON  
*Apr 2023 – Present*

- Serve as primary point of contact between business stakeholders and engineering teams, eliciting and translating business needs into functional and technical requirements for enterprise integration projects spanning 4–10 engineers
- Analyze current- and future-state business processes for enterprise system integrations, applying process modeling and data mapping to produce clear, testable requirements
- Lead production issue investigations using advanced SQL analysis to isolate root causes, collaborating with developers and support teams to resolve defects and restore operational stability
- Engineered REST API integrations between legacy on-premise systems and cloud infrastructure, reducing manual data reconciliation time by approximately 90%
- Built and led a Python/Playwright-based QA and deployment verification process, cutting a full day of manual regression testing to under one minute per run — supporting UAT and release validation

### **Founder & Product Lead | USpeak AI, Remote**

*Nov 2025 – Present*

- Own end-to-end requirements definition and delivery for an AI audio-processing product, from stakeholder/user needs through architecture, build, and launch
- Grew the product to 1,000+ users and \$3K+ in organic revenue within eight months, achieving a 10% free-to-paid conversion rate across 35+ countries
- Designed a serverless GCP/Firebase backend for authentication, real-time data sync, and reliable cloud functions

### **Business Development Associate | A&A Associates, Windsor, ON**

*Sep 2022 – Apr 2023*

- Partnered directly with enterprise clients to define project scope, requirements, and technical deliverables
- Applied advanced analytics to evaluate campaign performance and inform stakeholder-facing recommendations

### **Full-Stack Developer | Studio Zard, Isfahan, Iran (Hybrid)**

*Jan 2018 – Mar 2022*

- Gathered and translated business and client requirements into custom web application design, working directly with internal teams and clients on operational systems
- Developed a custom CRM system (CodeIgniter) for a virtual school, reducing annual operational costs by 12% through requirements-driven redesign and process automation
- Designed and deployed an internal order management platform (PHP/MySQL), achieving 100% deadline compliance across departments

- Onboarded and trained 8 new developers on client-specific systems and workflows; conducted ongoing technical analysis to align system architecture with evolving business requirements

**Junior Web Developer** | Byte Group, Isfahan, Iran (Internship)

*Jan 2017 – Apr 2018*

- Supported design and optimization of web applications end-to-end, gaining front-end and back-end delivery experience within a collaborative development team
- Built a custom AJAX prototype library, improving asynchronous communication and front-end performance
- Maintained and upgraded client applications (PHP/CodeIgniter), ensuring alignment with evolving project requirements
- Assisted senior developers with debugging and feature enhancements, gaining early experience aligning technical work with business needs and timelines

## EDUCATION & CERTIFICATIONS

- Master of Engineering, University of Windsor (2022–2024)
- Bachelor of Science in Engineering, Islamic Azad University (2014–2018)
- Technical Product Management Certificate, IIBA (2026)
- Product Management Professional Certificate, Aha! (2026)
- Scrum Master Certification, The Knowledge Academy (2023)
- Google Digital Marketing & E-Commerce, Google (2023)