

Harmanjit Singh Dhillon

dhillonharmanjitsingh@gmail.com • +1 (289) 633-6262

[LinkedIn](#) • Toronto, Canada

Business Analyst

Results-driven Senior Business Systems Analyst with 5.5+ years of proven expertise in business analysis, problem-solving, and analytical thinking within global financial institutions and CPG clients.

Adept at aligning product strategy with business objectives, enhancing operational efficiency, and driving seamless stakeholder collaboration. Expertise in workflow automation, ServiceNow implementation, and Agile product lifecycle management. Recognised for delivering high-impact solutions, including NDA self-service creation, corporate card workflows, and global payment requests. Skilled in translating complex business requirements into functional specifications, ensuring successful system configurations and end-user adoption.

Areas of Expertise

- Business Requirements Gathering
- Stakeholder Management
- Process Optimisation
- Digital Transformation
- Change Management
- Product Lifecycle Planning
- Roadmap Execution Management
- ServiceNow Implementation
- Workflow Automation
- Training & Knowledge Transfer
- Data Analysis & Market Research
- Agile Release Management
- JIRA & Workflow Tracking
- Cross-Functional Communication
- Operational Efficiency

Professional Experience

Infosys Ltd. (Client: HSBC), London, United Kingdom

2024 — Present

Business Analyst Lead

Led product development initiatives for procurement processes, spearheading digital transformation projects within organization. Collaborated with Heads of Procurement and operational leaders to formulate strategies, facilitated planning sessions, and aligned stakeholder communication for effective execution. Oversaw implementation of solutions such as NDA self-service, corporate card workflows, and Global Payment Requests, achieving enhanced operational efficiency. Conducted user training programs and provided ongoing support to ensure successful adoption of ServiceNow. Analyzed business requirements through detailed sessions, captured business processes, and drafted functional specifications for system configuration. Developed product strategy alignment and drove engagement across product lifecycle planning.

- Streamlined corporate card application process on ServiceNow, managing approximately 23K applications and enhancing operational workflow.
- Reduced NDA turnaround time by 70% through NDA Self-Service implementation integrated with Adobe DocuSign.
- Led reporting and platform analytics for Procurement Direct, enabling operational efficiency and providing senior leadership with data-driven strategic insights.
- Enhanced procurement efficiency by contributing to the development of ShoppingHub, reducing purchasing time by 43% for colleagues.

Infosys Ltd., Chandigarh, India

2020 — 2024

Functional Consultant

Led service line pre-sales activities and directed successful acquisition of new business opportunities, significantly increasing company revenue. Spearheaded multiple ServiceNow implementations for diverse clients, optimising operational efficiency and reducing costs. Collaborated with technical teams to customise ServiceNow modules and workflows, ensuring alignment with client needs. Managed product transition by executing roadmaps and developing within specified frameworks, managing key technical stakeholders effectively. Automated manual, email-based processes on ServiceNow, enhancing tracking, reporting, query transfers, and request reassignment efficiency.

- Achieved recognition within Platinum Club, marking top five percent of high-performing employees within organisation.
- Earned total of five awards over 2.5-year period, showcasing consistent excellence across various work aspects.
- Consistently promoted within two years, underscoring substantial contributions and growth aptitude.
- Drove pre-sales initiatives by showcasing App Engine capabilities to potential clients, influencing deal closures.
- Designed and deployed AppEngine solutions for Marketing, Finance, and Procurement across multiple Manufacturing and CPG clients while being a part of Rapidflow (Infosys Gold Standard for COE).
- Led development teams to build applications using App Engine and Flow Designer, securing placement on the ServiceNow App Store and generating new revenue streams for Infosys.
- Facilitated comprehensive user training for 60+ employees, ensuring smooth adoption and proficiency in the ServiceNow platform.

- Trained incoming MBA graduates on role responsibilities, platform basics, and engagement delivery processes

Additional Experience

Associate Engineer, Kony, Hyderabad, India

Applied engineering principles to address real-world challenges and improve operational processes. Collaborated with cross-functional teams to meet project deadlines, significantly contributing to organisational success. Developed automated test scripts for regression testing, increasing productivity by reducing manual testing efforts. Engaged in incident management, unit testing, and automation for seamless integration and optimal system performance. Achieved 75% code coverage in SONAR report for Enterprise and Mobility Management, enabling timely product release. Improved system reliability and reduced resolution time by 40% through automated troubleshooting workflows using Python

Business Development Manager, SpaceJam, Chandigarh, India

Developed client proposals to support business acquisition and revenue generation. Evaluated product and market opportunities, providing strategic recommendations for new product launches and market gaps. Analysed key products, services, and customer data to design sales and marketing strategies. Facilitated negotiations and finalised long-term agreements with clients within assigned territory. Proficient in product team coaching, backlog prioritisation, estimation techniques, and scaling product management practices.

Project Trainee (Summer Internship), HDFC Bank,

Performed market size estimation and competitor benchmarking within catchment area, formulating strategies to expand market share and secure two key clients. Applied sales expertise to meet and surpass sales targets through effective strategy implementation and revenue optimisation. Oversaw branch operations, managing team performance, ensuring operational efficiency, and maintaining high service standards. Proficient in product team coaching, backlog prioritisation, estimation techniques, and scaling product management practices.

Education

Master of Business Administration (MBA) – University Business School, Punjab University, Chandigarh, India

Bachelor of Technology in Computer Science and Engineering (B. Tech CSE), Chitkara University, Himachal, India

Licenses & Certifications

- Certificate in Business Analytics – Harvard Business School Online
- Product Manager Nanodegree Program – Udacity
- Professional Scrum Product Owner I – Scrum.org
- ITIL Foundation Certificate in IT Service Management – AXELOS Global Best Practice
- ServiceNow Certified System Administrator – ServiceNow

Technical Proficiencies

ServiceNow ITSM, HRSD, JIRA, Azure Devops, App Engine, Flow Designer, Source to Pay.