

Muhammad Hairi Gulamsarwar

Business/System Analyst

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Professional Summary

ICT Business Analyst with 5+ years' experience delivering business and systems analysis across insurance, banking, fintech, and large-scale government transformation programs. Strong background in requirements management, UAT leadership, system integration, and stakeholder engagement within Agile and SDLC-governed environments. Also delivers websites, client portals, and SaaS platforms end-to-end for clients across Malaysia, Singapore, Australia, and New Zealand — portfolio at hairigulam.com. Seeking long-term opportunities to grow career further.

Core Competencies

- ICT Business & Systems Analysis (ANZSCO-aligned) – Requirements elicitation & documentation (BRD, FRD, SRS, URS), stakeholder workshop facilitation, user story validation
- UAT & Testing Leadership – Led UAT for major transformation projects, managed teams of up to 6 testers, defect lifecycle (JIRA), test script validation, stakeholder reporting
- Project Delivery – Agile (Scrum), Waterfall, SDLC, milestone tracking, resource management, risk identification, CI/CD & DevOps awareness
- Process Improvement – Business process re-engineering (BPR), BPMN modelling, Requirement Traceability Matrix (RTM)
- Technical & AI Development – API integration, SQL, PowerBI, Mixpanel, JIRA, Confluence, ServiceNow, SharePoint, Microsoft 365, AS400, OpenText, Figma, Replit AI, React, Next.js, Tailwind CSS, Stripe, Vercel, HTML, Java, PHP, C#.NET, MySQL, MS SQL Server
- Stakeholder Management – Cross-functional collaboration, liaison between business and technical teams, corporate banking relationships, government-level engagement

Experience

Freelance Project – Website Development | TIDREC-MSPTM, Universiti Malaya

Kuala Lumpur, Malaysia | Jun 2026 – Present

- Developing a full three-layer conference management system for the 3rd Southeast Asia Ticks & Tick-borne Diseases Symposium 2027, hosted by Universiti Malaya (live at seat-msptm.com).
- Public marketing site with symposium information and delegate registration; delegate portal for document submission, payment proof upload, and status tracking; admin panel with built-in CMS managing content across both.
- Managing end-to-end delivery — requirements, design, development, and deployment via Replit AI and Vercel.

Freelance Project – Website Development | Matt & Zen Consulting

Auckland, New Zealand | Apr 2026 – Jun 2026

- Developed a corporate marketing website for an Auckland-based immigration and commercial law firm (live at mattandzenconsulting.com).
- Designed front-end in Figma targeting Southeast Asian investors exploring New Zealand's Active Investor Plus programme, with WhatsApp contact integration and mobile-first responsive design.
- Built and deployed using Replit AI and Vercel; managed end-to-end development and client handover.

Information System Assistant | Quantifi Photonics

Rosedale, Auckland | Mar 2026 – May 2026

- Supported documentation and systems operations for engineering and project teams within a photonics technology environment.
- Assisted migration of enterprise documentation from Google Drive to Microsoft SharePoint, improving structure, access control, and governance.
- Restructured and consolidated content across SharePoint and Confluence to support long-term usability and knowledge management.

UAT Lead / Business Analyst | Prudential BSN Takaful (Insurance)

Kuala Lumpur, Malaysia | Jul 2025 – Jan 2026

- Led User Acceptance Testing for a large-scale customer portal and operations transformation programme across multiple systems.
- Led requirements gathering for modules: Fund Management, Claim and Submission, Dashboard and Analytics.
- Managed a UAT team comprising six testers and one Technical BA across parallel workstreams.
- Owned functional areas including Claims, Business Analytics (Power BI, Mixpanel), Administration, Fund Management, and e-Medical Card.
- Managed defect lifecycle in JIRA, coordinated root-cause analysis, and escalated issues with clear evidence and impact assessment.
- Delivered regular progress reporting and UAT dashboards to stakeholders to support release readiness.

Freelance Project – Website Development | Umar Fahim & Co

Melaka, Malaysia | Apr 2025 – Jun 2025

- Developed a fully functional corporate website for a legal firm from concept to production (live at umarfahimandcompany.com) using Replit AI and Durable.
- Designed front-end interface in Figma, aligned with legal industry branding.
- Managed end-to-end development, deployment, and handover; responsive features improved user engagement and client retention.

Freelance Project – Apps Development | ElkaElza Sdn Bhd

Kuala Lumpur, Malaysia | Jun 2024 – Dec 2024

- Gathered requirements and designed system flows, UI/UX (Figma), and back-end architecture.
- Developed iOS mobile app featuring customer onboarding, session booking, program subscription, video streaming, and payment gateway integration.
- Integrated Supabase API for back-end services; managed budget and hired one developer.

Product Manager | AIA Malaysia (Insurance)

Kuala Lumpur, Malaysia | Mar 2023 – Mar 2024

- Managed change request backlog for a core back-end finance system; aligned solutions with business goals and roadmap.
- Collaborated with corporate banks on payment, collection, and disbursement accounts.
- Partnered with finance teams to ensure smooth daily, weekly, and monthly batch job runs.
- Worked with Product Owner and scrum team to size efforts; contributed to business cases and approvals.
- Tracked end-to-end progress in JIRA/Confluence (Agile), managed production deployments via ServiceNow.
- Ensured alignment with SDLC governance, financial controls, and internal approval processes.

Business Analyst | Affin Hwang Investment Bank (Investment Banking)

Kuala Lumpur, Malaysia | Sep 2022 – Jan 2023

- Business Analyst for PrintServices (OpenText) system generating reports, statements, and client letters.
- Authored Business Requirement / Functional Specification documents for new enhancements.
- Reverse-engineered legacy processes to produce user guides and functional specs.
- Participated in scrum ceremonies, liaised between business and technical teams, and supported UAT execution.

Business Analyst | IRIS Corporation Berhad (Government Sector)

Putrajaya, Malaysia | May 2021 – May 2022

- Module Owner on NIISe (National Immigration Integrated System) — a high-value national immigration transformation.
- Produced Business Process Re-engineering (BPR) documents from client's as-is workflows and restructured them into User Requirement Specifications (URS).
- Mapped requirements to BPMN diagrams and designed system specifications (SRS).
- Liaised with database and infrastructure teams to align data extraction and tooling with requirements.
- Maintained full traceability via Requirement Traceability Matrix (RTM) from BPR through to SDD.

Business Analyst | FWD Takaful Berhad (Insurance)

Kuala Lumpur, Malaysia | Jul 2020 – Mar 2021

- Prepared BRDs, functional specs, and managed change requests for e-commerce and digital platforms.

- Acted as liaison between internal IT and vendors; implemented Agile approaches to accelerate delivery.
- Executed UAT for new products and enhancements.
- FWD GTT-Rexit – Group Term Takaful product sold via Lazada and corporate website.
- FWD x Sedania – Fintech credit leasing integration to increase Takaful plan uptake.

AI-Assisted Development / Own Products

I actively use AI-assisted development to design, build, and ship functional systems end-to-end. Selected products:

- Acquantz – Company Secretary & Accounting management platform for Malaysian compliance: client portal, secretary dashboard, automated document generation, and Stripe billing.
- KuotFlow – Professional IT quotation software for MSPs with multi-currency support and Stripe payments (live at kuotflow.com).
- EA Studio – Enterprise architecture diagramming and design governance platform bringing together business, logical, and physical views of an enterprise.
- GoldBurst HFT – Automated XAUUSD trading Expert Advisor for MetaTrader 5 with momentum-based execution and built-in risk management.
- Coachy – Booking and scheduling management system.

Skills & Abilities

- Business Analysis: Full-cycle business analysis, requirements gathering, system analysis and design, user story validation, business process re-engineering (BPR).
- UAT & Testing Leadership: Led UAT for major digital transformation projects, managed teams of up to 6 testers, defect management (JIRA), test script validation, stakeholder reporting.
- Project Delivery: Agile (Scrum), Waterfall, SDLC, milestone tracking, resource management, risk identification, CI/CD & DevOps.
- Technical Proficiencies: API integration, SQL (basic to intermediate), PowerBI, Mixpanel, JIRA, Confluence, ServiceNow, SharePoint, Microsoft 365, AS400, OpenText, Figma, Replit AI.
- Web & Product Delivery: React, Next.js, Tailwind CSS, Stripe payment integration, Vercel deployment, SEO fundamentals, Figma-to-production workflow.
- Programming & Databases: HTML, Java, PHP, C#.NET, MySQL, MS SQL Server.
- Documentation & Modelling: UML Diagram, BPMN, Requirement Traceability Matrix (RTM), BRD/FRD/SRS, technical writing, Confluence/SharePoint documentation.
- Stakeholder Management: Cross-functional collaboration, liaison between business and technical teams, corporate banking relationships, government-level stakeholder engagement.

Education

Bachelor of Information Technology (Hons) in Software Engineering | Universiti Kuala Lumpur MIIT

Sep 2016 – Jul 2020

Foundation in Pure Science | Perak Matriculation College

May 2014 – May 2016

References

Will provide once requested.