

Pratik Gadani

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Professional with over 6 years of experience in process improvement, automation and business analysis. Proficient in translating business needs into technical solutions. Strong understanding of project life-cycle methodologies, including Agile and Waterfall

WORK EXPERIENCE

Business System Analyst | Cognizant – TD Bank | Toronto, Canada

Feb 2025 – Present

- Partnered with stakeholders across investigators and IT teams to gather, document, and analyze business requirements for anti-money laundering (AML) automation initiatives.
- Conducted process analysis to identify automation opportunities within AML investigations and transaction monitoring
- Developed "as-is" and "to-be" process models using BPMN to optimize AML risk assessment and case management processes.
- Collaborated with IT teams, developers, and investigators to design and implement RPA solutions aligned with AML policies and regulatory requirements.
- Facilitated workshops and presentations to communicate automation strategies, process improvements, and project updates to AML stakeholders.
- Acted as a bridge between business and technical teams to ensure seamless execution of automation solutions.

Business Analyst | Tata Consultancy Services | Pune, India

Oct 2016 – Dec 2022

- Conducted business analysis, including functional and non-functional requirement gathering (BRDs/FRDs), gap analysis, and post-implementation support for projects across NA, EMEA, and Asia regions, ensuring timely delivery and 95% alignment with stakeholder requirements using Agile and Waterfall methodologies.
- Collaborated with process SMEs and stakeholders to identify automation opportunities in customer-centric workflows, enhancing user satisfaction and aligning with organizational goals for efficiency and scalability, resulting in a 30% improvement in operational efficiency. Facilitated requirements walkthroughs to secure approvals and support successful UAT.
- Developed 'as-is' and 'to-be' process models for 30+ workflows using tools like Visio and Draw.io, driving process optimizations that reduced processing times by 20%.
- Delivered data-driven insights and SQL-based analyses that improved key performance metrics, supporting ongoing process optimization through monthly reports and quarterly presentations for senior management.
- Created and presented comprehensive dashboards to track project progress and resource utilization, ensuring transparency and informed decision-making.
- Facilitated QA testing for feature updates, coordinated user training sessions, and provided ongoing post-implementation support to ensure seamless adoption and usage.
- Participated in diverse customer-centric projects utilizing Robotic Process Automation (RPA) tools such as ERP, CRM, CIS, SAP, and Citrix, achieving operational efficiency gains of up to 20% and significantly improving response times for customer support processes.

SKILLS

Tools : Jira, Confluence, Visio, Draw.io

Automation tools : Power Automate, Automation Anywhere, UiPath, Blue Prism

EDUCATION

- Seneca Polytechnic, Canada | Business Information Technology
- University of Mumbai, India | B.Sc. Information Technology

2023 – 2024

2008 – 2012