HARJAP SAINI

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SUMMARY OF SKILLS

Programming: Java, Python, C, JavaScript, C++, HTML, C#, Google Apps Script, Ruby on Rails, SQL

Tools & Platforms: Jira, Figma, Azure DevOps, JMeter, Robot Framework, Playwright, SharePoint, Microsoft 365, Power BI, Git, LoadRunner, Selenium WebDriver, Confluence, Postman

Systems & Methodologies: Agile/Scrum, UI/UX Prototyping, User Acceptance Testing (UAT), Software Testing, Process Optimization, Automation, Process Mapping, Gap Analysis, Change Management, Workflow Analysis, Business Requirements Documentation

Core Specialty: Stakeholder Management, Technical Requirements Analysis, Cross-functional Collaboration, Leadership, Adaptability, Organization, Communication, Requirements Traceability, Data Reporting, Process Improvement

Extracurricular Activities: U19 Canadian National Athlete, TMU Varsity Cricket Team.

RELEVANT EXPERIENCE

Business Systems Analyst (Consulting and Product) **October 2025 - Present**

Blisspace Technologies, Toronto, ON

- Improved requirements accuracy across 5-15 agent stakeholders by 40%, as measured by reduced post-sprint change requests, by conducting structured elicitation sessions and maintaining a **Requirements Traceability Matrix (RTM)** alongside formal **BRD** and FRD documentation.
- Accelerated design review cycle by 30%, as measured by fewer engineering iteration rounds, by translating business requirements into Figma UI prototypes and facilitating stakeholder walkthroughs to validate **functional specifications** prior to development.
- Eliminated 100% of critical defects prior to launch, as measured by a zero-defect production release, by spearheading end-to-end defect tracking and bug lifecycle management integrated with **Azure DevOps** pipelines across the full **SDLC**.
- Enabled real-time market data synchronization for high-volume listings, as measured by zero manual refresh interventions post-launch, by defining technical specs and **REST API** integration requirements for the Realtor.ca API.
- Reduced sprint planning ambiguity by 25%, as measured by fewer mid-sprint scope changes, by translating stakeholder feedback into Jira user stories and acceptance criteria within an **Agile/Scrum** lifecycle.

Automation Developer **September 2025 - Present**

Toronto Metropolitan University, Toronto, ON

- Improved campus-wide operational efficiency by 30%, as measured by faculty process audit scores, by conducting workflow analysis and **process mapping** across academic departments to identify bottlenecks, document current-state processes, and implement targeted improvement solutions.
- Saved approximately 15 hours per week for administrative staff, as measured by pre- and post-automation time logs, by conducting **gap analysis** on existing workflows and developing custom Google Apps Scripts to automate repetitive data entry tasks, eliminating manual handling and improving process efficiency.
- Achieved 99% accuracy processing 500+ student records daily, as measured by automated error rate reporting, by building robust scripting pipelines with built-in **defect tracking**, data validation logic, and scheduled CI/CD-style execution to flag anomalies before records were committed.

Software QA Analyst **May 2024 - August 2025**

Environment and Climate Change Canada, Toronto, ON

- Reduced **regression testing** time by 20%, as measured by sprint-over-sprint test cycle duration, by designing and executing comprehensive test plans and regression test suites using a balanced manual and automated testing strategy with **Selenium WebDriver, Robot Framework,** and **Playwright** across the full SDLC.
- Achieved **zero critical bugs** in production across two government platforms, as measured by post-release defect rates, by developing detailed test cases covering positive, negative, boundary, and edge-case scenarios with rigorous defect tracking through the full bug lifecycle management process.
- Improved system response times by 15%, as measured by latency benchmarks from performance test results, by utilizing **LoadRunner** and **JMeter** to simulate real-world user loads, analyze bottlenecks, and deliver data-driven optimization recommendations to development and Azure-based deployment teams.
- Ensured 100% alignment on project goals across cross-functional teams, as measured by zero missed acceptance criteria at **UAT** sign-off, by leading change management activities and facilitating requirements traceability reviews with developers, product owners, and stakeholders throughout the full delivery lifecycle.
- Validated two critical government applications, the National Pollutant Release Inventory and Grant-and-Contributions Enterprise Management systems, ensuring compliance with regulatory quality standards across all testing phases, including **test execution** and sign-off.

Mobile App Developer **May 2023 - April 2024**

Toronto Metropolitan University, Toronto, ON

- Onboarded 1,000+ first-year engineering students onto a new campus platform, as measured by adoption rates at launch, by developing a feature-rich mobile app with **C#** and **RESTful APIs** for seamless backend data retrieval and real-time synchronization.
- Reduced post-launch bug reports by ~35%, as measured by defect rates vs. prior TMU releases, by conducting thorough **defect tracking**, writing structured **test cases**, and implementing bug lifecycle management practices prior to deployment.
- Increased operational effectiveness by 30%, as measured by reduced manual touchpoints across key programs, by leveraging Visual Studio and Azure cloud services to implement SDLC-aligned automation solutions with **end-to-end test coverage**.

EDUCATION

Master of Science (MSc), Computer Science – Toronto Metropolitan University **Expected April 2028**

Bachelor of Science (BSc), Computer Science – Toronto Metropolitan University **April 2026**