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[Elastic Hiring Team](#)

Re: Sr. Business Systems Analyst

My title has said Business Analyst for most of the last four years, and the work behind it is the work this posting describes. At CAMP Systems I sat between IT and the operations teams running a next-generation aviation platform, ran requirements gathering for every enhancement request, and turned what people described in their own words into functional requirements, acceptance criteria and a migration sequence engineering could build against. On the feature parity program I found workflow gaps that would have broken live operations for real customers on a forced platform change, said so to leadership and to the customers before anyone asked, and re-sequenced around them. All 75 enterprise customers moved with zero operational downtime, and ARR grew 104% year over year across two consecutive years.

The integration side of this role is where my World Kinect years sit. As an IT Business Analyst I developed the business requirements and data mapping for integrations connecting four major accounting platforms and two loyalty/rewards programs into FBO360, our aviation ERP, which meant holding a view of the whole system at once: who used which workflow, where the data actually came from, and what a configuration change would break three steps downstream. I also replaced 25 separate weekly revenue emails to the CEO of our second-largest account with one dynamic PowerBI digest, verifying every figure against raw Snowflake data before it reached an executive inbox.

Testing and documentation are not the part I hand off. I directed QA resource planning and the automation strategy that took test coverage from 62% to 81%, defining acceptance criteria and running the functional validation that proved a release matched what the business asked for. When onboarding one customer took over two weeks of manual ETL and the program needed 75 of them, I analyzed the workflow end to end rather than asking for headcount, found the data injection step doing the damage, and drove the automation that took capacity to three customers a day. I learned the adoption lesson the hard way on a LaunchDarkly rollout: my first internal version was built around my own mental model, adoption stalled, and the feedback was that I had shipped my tool rather than theirs. I watched people attempt the real task, rebuilt around the friction, and release frequency went up 400%.

Two gaps stated plainly rather than left for you to find. My enterprise systems experience is aviation B2B SaaS and ERP, so Salesforce and Certinia PSA are stacks I would be learning on your instance rather than ones I have administered, and my four years sit just under the five the posting asks for. What I bring on day one is requirements and functional design documentation people actually read, Snowflake SQL in daily use, integration work I have shipped rather than supervised, and the habit of watching a real user attempt the real task before calling a system done. I am authorized to work in the United States. Thank you for your consideration.

Sincerely,

[Sahil Sapra](#)