Timur Baliashvili



Systems / Business Analyst

Business processes, requirements and automation.
From business needs to clear solutions.

Tbilisi, Georgia
timurbaliashvili@gmail.com Online resume

01 / WORK EXPERIENCE

December 2024 - Present

Mig Estate

Systems Analyst

Gathering, analysing and documenting business and technical requirements for Microsoft Dynamics CRM.

Analysing and enhancing the CRM data model: entities, attributes, relationships, OptionSets, forms, views and business logic.

Analysing and maintaining CRM workflows, plugins, automations and integrations.

Working with C#, JavaScript, FetchXML, OData, XrmToolBox and Ribbon Workbench.

Analysing database structures and business logic using SQL, MS SQL and PostgreSQL.

Developing and maintaining Power BI reports, including complex DAX calculations and data transformations in Power Query (M).

Preparing technical specifications, testing functionality and supporting delivery through implementation.

Work experience

June 2024 - October 2026

InOut

Business Analyst

Analysing product and operational processes to identify gaps in business logic, conflicting requirements and dependencies between teams.

Gathering, analysing and documenting business and functional requirements for process improvements and internal tools.

Describing cross-functional processes, user scenarios, business rules and constraints for Backoffice, Game Lobby and the tournament system.

Defining requirements for data presentation and analytical indicators in the product, in collaboration with analytics and development teams.

Preparing and updating functional specifications, technical requirements, user documentation and instructions for operational teams.

Breaking down requirements into frontend and backend tasks and resolving open questions with business stakeholders, developers and QA.

Supporting process automation and product improvements through development, testing and release preparation.

October 2023 - June 2024

MAXIMUM Education

Systems Analyst

Gathering and analysing stakeholder requirements and defining User Stories and Use Cases.

Designing business processes, integrations and database schemas using UML, BPMN 2.0 and OpenAPI.

Preparing technical specifications for new services, plugins and scripts.

Developing low-code processes with MS Power Automate and MS CRM Workflows.

Testing implemented solutions with Postman and Swagger.

Experience and skills

December 2021 - October 2023

MAXIMUM Education

Project Manager / Business Analyst

Optimising and automating customer service processes.

Analysing business needs and designing customer journeys and business processes.

Defining requirements for the Customer Experience department.

Planning projects, monitoring deadlines and automating customer interactions in CRM and ticketing systems with low-code tools.

Developing analytical reports in Power BI and Microsoft Excel.

EARLIER EXPERIENCE / MAXIMUM EDUCATION

August 2020 - December 2021

Customer Service Team Lead

Responsible for service performance and developing team members' skills.

April 2019 - August 2020

Customer Service Specialist

Responsible for the customer experience.

EDUCATION

2017 / Moscow State Linguistic University
Bachelor's degree. Translation and Interpreting.

2015 / University of Tampere
Bachelor's degree. Russian Language, Culture and Translation.

COURSES / UDEMY

2024 / C# Basics for Beginners: Learn C# Fundamentals by Coding

2024 / C# Intermediate: Classes, Interfaces and OOP

2023 / Software Testing: From Beginner to Specialist

LANGUAGES & WORK PREFERENCES

Russian - native
English - B2 · Finnish - C1

Full-time. Remote, hybrid or on-site.
Available for business travel.
Not considering relocation.

SKILLS

Analysis and requirements

Business Analysis · Systems Analysis · Requirements Analysis · User Story · Use Case · Technical Specifications · Technical Documentation · Scrum

Processes

BPMN 2.0 · UML · Business Process Modelling · Business Process Optimisation

CRM and automation

Microsoft Dynamics CRM · Power Automate · CRM Workflows · Plugins · XrmToolBox · Ribbon Workbench

Integrations

REST · API · OpenAPI · Postman · Swagger · OData · FetchXML

Data and reporting

SQL · MS SQL · PostgreSQL · NoSQL · Power BI · Microsoft Excel · DAX · Power Query (M)

Code

C# · JavaScript · Python

Selected projects

MIG ESTATE

01 / Sales and Marketing Channel Analytics in Power BI

Developing reports on enquiries, opportunities and contracts using Microsoft Dynamics CRM data. Designing the data model, Power Query transformations and DAX calculations. Analysing the customer funnel by property development, reporting period and marketing channel.

02 / Mortgage Calculator and Bank Offers

Analysing mortgage calculation logic in Excel. Designing a bank offer data model in Microsoft Dynamics CRM: interest rates, commissions, discounts and property eligibility rules. Preparing technical requirements, data validation rules and acceptance criteria.

03 / Customer Consent Processes in CRM

Designing consent collection flows through CoMagic, SMS and email. Describing scenarios and consent checks for reservations and contract preparation. Analysing CRM automations and preparing technical process documentation.

INOUT

04 / Administrative Platform / Backoffice

Gathered and documented requirements for internal tools used by operational teams.

Analysed existing functionality and described business rules, constraints and user scenarios.

Prepared technical specifications, broke down frontend and backend tasks, and clarified requirements with developers and QA.

Coordinated changes and supported delivery through development, testing and release preparation.

05 / Game Lobby

Prepared and updated the MVP functional specification based on product requirements and team decisions.

Defined user scenarios, data display rules and interactions between system components.

Aligned requirements across frontend, backend and analytics, identifying inconsistencies and open questions.

06 / Tournament System

Documented business logic and requirements for the user-facing and administrative parts of the system.

Described rules, constraints and management scenarios, and resolved open questions with project stakeholders.

Broke down requirements into development tasks and supported implementation with developers and QA.

Projects / MAXIMUM Education

07 / Ticketing System and CRM Integration

Integrating a ticketing system with Microsoft Dynamics CRM: requirements, Use Cases and User Stories, integration and database design, specifications for services and plugins, low-code automation and documentation.

08 / Customer Onboarding and Sales Funnels

Designing customer onboarding processes and tools for the full customer lifecycle in selected sales funnels: requirements, Use Cases and User Stories, specifications for services and scripts, low-code workflows and documentation.

09 / WhatsApp Messaging Application

Designing and developing a Python application for customer messaging via WhatsApp. Preparing user documentation.

10 / Customer Support FAQ Bot

A WhatsApp and Telegram FAQ bot using Chat2Desk. Gathering, analysing and documenting requirements, defining Use Cases and User Stories, and working with the contractor.

11 / Customer Surveys

A Microsoft Dynamics CRM tool for surveys via email, SMS, WhatsApp and the customer portal. Gathering and documenting requirements, defining User Stories and Use Cases.