

ABAY ZHUNIS

Senior Business/Systems Analyst | Solutions Architect | Technical Product Owner

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SUMMARY

Business/Systems Analyst and Solutions Architect with 9+ years across banking, luxury e-commerce, mobile consumer products, enterprise CRM, and iGaming. Turning ambiguous stakeholder needs into shipped software: 20+ payment-provider integrations, and analyst work on products serving 1–2M active users. AWS-certified (Solutions Architect Associate); comfortable owning discovery, refinement, API design, and cross-team facilitation.

SKILLS

Analysis & Requirements:	Discovery, User Stories & Gherkin ACs, SRS, Workshop Facilitation
Architecture & Design:	REST/BFF API Design, Sequence & Architecture Diagrams, Postman
Cloud & Platforms:	AWS, Azure, Elastic Cloud, Sitecore CMS, Braze
Delivery & Tools:	Scrum, JIRA, Confluence, Miro, draw.io, Figma, MS Project
Domains:	Auction / e-commerce, Fintech / Banking, iGaming, Postal, ERP / CRM
Languages:	Kazakh (native), Russian (native), English (professional), Czech (learning)

WORK EXPERIENCE

ACTUM Digital <i>Solutions Architect Associate</i>	Prague, Czech Republic Feb 2022 - Present
- Lead requirements and solution analysis for Christie's.com (leading auction house, ~2 req/s), coordinating 10–15 engineers and 4–5 business stakeholders across React, .NET, Elasticsearch, Sitecore, AWS, and Azure. - Run refinement sessions, decompose epics into implementable slices, and author Gherkin acceptance criteria that drive downstream development. - Introduced User Story templates now adopted across the Digital group; documented previously undocumented as-is architecture; contributed to OpenSearch → Elastic Cloud migration and Braze SDK integration for web personalisation.	
Slotegrator <i>Business Analyst</i>	Prague, Czech Republic Jan 2021 - Jan 2022
- Owned analysis and documentation for 20+ payment-provider integrations; ran discussions with foreign providers' stakeholders; mapped API contracts and authored Postman collections that unblocked developers and QAs. - Introduced an SRS template that reduced time-to-market on team-owned features by ~20–30%.	
Azimut Labs (alabs.team) <i>Business Analyst</i>	Almaty, Kazakhstan Jan 2020 - Dec 2020
- Analyst on a portfolio that shipped 2 iOS, 2 Android, and 2 web apps in one year, reaching 1–2M monthly active users; ran prioritisation workshops and decomposed epics into work-ready stories. - Designed REST / BFF endpoints; produced BE requirements, clarified FE specs, coordinated with design, ran stakeholder demos, and participated in UX discovery.	
Prime Source <i>Project Manager</i>	Almaty, Kazakhstan Jan 2018 - Dec 2019
- Delivered banking back-office products to ~22 banks with ~10 integrations to banks' internal systems; owned contracts, planning, technical specifications, UAT, and release scheduling with a shared pool of 15 developers. - Promoted to Project Manager from a probationary Account Manager role in the Tech Support team.	
Avrora Holding <i>Internal Application Manager</i>	Almaty, Kazakhstan Jan 2017 - Dec 2017
- Supported ~500 users of the Adempiere ERP/CRM across Kazakhstan, Russia, and Belarus. - Triaged JIRA requests, prioritised and assigned tickets, and personally resolved workflow and reporting issues with admin access; fixed small bugs in JasperReports (Java) and PostgreSQL.	

SELECTED PROJECTS

- QazPost SuperApp** – Systems Analyst. Kazakhstan national postal service's consumer super-app.
- AstroCRM** – Product Manager. Custom CRM product built with a small team.
- polypark.kz** – Product & Experience Manager. Educational platform.

EDUCATION

MSc Computer Systems & Software Engineering , International IT University, Almaty	Sep 2017 - Jun 2019
BSc Information Systems , International IT University, Almaty	Sep 2013 - Jun 2017

CERTIFICATIONS

AWS Certified Solutions Architect – Associate , AWS	Sep 2023 – Aug 2026 · ID MG8QQ72CVFR11TW8
AWS Certified Cloud Practitioner , AWS	May 2023 – Aug 2026 · ID 4SX32CDKWNFE17S0
Braze Certified Practitioner , Braze	Jan 2025 – Jan 2028