akshay bose

Business Analyst | Requirements and Product Definition for AI Systems

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Summary

Business analyst with a cognitive-science research background, defining AI products for public-sector systems through requirements, research and evaluation. Strongest at judging what an AI system's outputs actually support.

Experience

Business Analyst
Jul 2025 – Present

AI-CoE for Sustainable Cities, India | Kanpur

- Brought into a live delivery to resolve scope creep; wrote the business and functional requirements for an enterprise decision-support platform and used MoSCoW prioritisation to stabilise scope
- Benchmarked comparable global grievance systems against a broad feature set; the findings set the product roadmap
- Designed and ran a pre/post evaluation of an AI intervention against baseline cycle times, flagging selection and seasonality confounds (results under client confidentiality; happy to discuss the method)
- Found that a locality-ranking panel was volume-ranked with no per-capita correction and recommended an equity-weighted alternative
- Redesigned a dashboard through a new information architecture and UX specification with the design team, replacing an interface users found hard to operate
- Ran a state-of-the-art study on map-first versus chat-first interaction for AI decision-support tools, defined product concepts and built a working prototype
- Identified non-conforming evidence uploads by field staff, specified the detection fix, drove delivery with engineering and confirmed resolution with the client

User Experience Researcher
2024 – 2025

Isha Yoga Center | Coimbatore

- Ran interviews, usability tests, A/B tests and quantitative analysis of product data for the Sadhguru app and the Miracle of Mind app
- Set up the structure of the research process and standardised study design for the team; designed the entire research process for the Miracle of Mind app, before and after launch

Volunteer, Research and Development
2024 – 2025 (also 2021 – 2022)

Koott.in | Kozhikode | unpaid; worked closely with the CEO

- Led user research (interviews, usability testing, journey mapping) to improve service delivery; designed and refined customer interaction workflows

Research Assistant
2022 – 2024

Indian Institute of Technology (IIT) Kanpur | Kanpur

- DST-funded Vipassana meditation project on 14 aspects of cognition (cross-sectional and longitudinal designs): experimental design, data analysis, scientific writing; thesis on mindfulness and time perception

Education

Indian Institute of Technology (IIT) Kanpur
2021 – 2024

M.S. (Research), Cognitive Science

University of Calicut
2018 – 2021

B.Sc. Psychology · Best Outgoing Student 2021 · UGC NET qualified (Psychology)

Skills

Requirements: BRD, FRD, FRS; user stories, acceptance criteria; information architecture; RBAC; state-machine flows; MoSCoW; product discovery

Research and evaluation: user interviews, usability testing, journey mapping, personas, surveys, A/B testing, intervention evaluation

Tools: SQL, Python, R, Excel, Power BI, Mixpanel, Jira, Figma, Miro · **Languages:** English, Hindi, Malayalam, Tamil