



<https://excelnearshore.com/job/sr-business-analyst-digital-platforms/>

Sr. Business Analyst – Digital Platforms

Description

Excel Nearshore is looking for a **Business Analyst** to translate business needs into clear, actionable requirements that enable the successful delivery and continuous improvement of digital platforms and web-based experiences. This role partners closely with Product Managers, UX designers, developers, architects, and business stakeholders to define solutions, support Agile delivery teams, and ensure digital products deliver measurable business value.

The ideal candidate combines strong business analysis skills with experience in web technologies, Agile methodologies, and digital customer experiences. Experience supporting eCommerce platforms is strongly preferred. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

Business Analysis & Requirements Management

- Elicit, analyze, document, and validate business and functional requirements.
- Facilitate stakeholder interviews, workshops, and discovery sessions.
- Translate business objectives into user stories, acceptance criteria, workflows, and process documentation.
- Create and maintain requirements documentation, user journey maps, process flows, and business rules.
- Ensure requirements are clearly understood by development and QA teams.

Agile Product Delivery

- Participate in Scrum ceremonies including backlog refinement, sprint planning, reviews, and retrospectives.
- Collaborate with Product Managers to prioritize and maintain the product backlog.
- Work with development teams to clarify requirements and remove delivery ambiguities.
- Support release planning and go-live activities.
- Assist in identifying risks, dependencies, and delivery impacts.

Digital Platform & eCommerce Support

- Analyze website and digital platform enhancements, integrations, and operational improvements.
- Support initiatives involving CMS, content management, search, personalization, analytics, APIs, and customer experience optimization.
- Partner with business and technical teams to improve digital customer journeys.
- Assist with production issue analysis, root cause investigations, and continuous improvement opportunities.
- Contribute to requirements for eCommerce capabilities including product discovery, checkout, order management, promotions, customer accounts,

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

Marketing Technology

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

September 1, 2026

and analytics.

Testing & Validation

- Support User Acceptance Testing (UAT) planning and execution.
- Review test scenarios and ensure business requirements are fully validated.
- Verify delivered solutions meet business expectations and acceptance criteria.

Qualifications

- Bachelor's degree in Business, Information Technology, Information Systems, Engineering, or related field.
- 3-5+ years of Business Analyst experience supporting digital products, web applications, or enterprise platforms.
- Experience working within Agile/Scrum delivery teams.
- Strong experience writing:
 - User Stories
 - Acceptance Criteria
 - Functional Requirements
 - Process Flows
 - Business Requirements Documentation (BRDs)
- Experience facilitating stakeholder workshops and requirements gathering sessions.
- Strong communication and relationship management skills.
- Experience using Jira, Confluence, Azure DevOps, or similar Agile tools.

Preferred Qualifications

- Experience supporting eCommerce platforms (B2C or B2B).
- Understanding of digital platforms such as CMS (AEM, Contentful), search (Lucidworks), Commerce (Commercetools) and front end (React/ Next.js).
- Familiarity with APIs, system integrations, and web technologies.
- Experience with Adobe Analytics, Google Analytics, Power BI, or similar analytics solutions.
- Exposure to UX design processes, journey mapping, and digital customer experience optimization.
- Experience working with globally distributed teams.

Contacts

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