

Akshay Asok

Business Systems Analyst & Technical Operations Specialist

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Profile

I help teams make complex, public-facing systems clearer, more reliable, and easier to operate. My background spans business systems analysis, digital service delivery, technical coordination, documentation, and process improvement.

Experience

New York State Department of Taxation and Finance

Taxpayer Services Specialist 1 2025 – Present

Supports software partners and internal teams through testing, issue resolution, and reliable digital service delivery.

Business Systems Analyst 2025

Translated policy and operational requirements into documented business logic for a large-scale systems modernization effort.

Taxpayer Services Specialist 1 2022 – 2025

Analyzed digital service operations, coordinated technical stakeholders, and improved service processes.

Earlier Experience

Tech Analyst, Innovation Lab at Stony Brook University 2015 – 2016

3D Design Instructor, LaunchPad Huntington 2015 – 2016

Tax Information Aide, New York State Department of Taxation and Finance 2022

Capabilities

- Business systems analysis; requirements documentation; stakeholder coordination
- Process modernization; testing and issue resolution; XML and schema validation
- HTML and JavaScript; Excel and Access; 3D prototyping and modeling

Education

University of Manchester — BSc Genetics, 2014

Stony Brook University — Biomedical Engineering studies