

ARSALAN JAVED

Business Analyst

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SUMMARY

Business Analyst with 3 years of experience in ERP system implementation and business analysis, expert in low-code development and process optimization. Key achievements include improving development efficiency by 20% and leading ERP system implementations with a 30% increase in system efficiency.

EXPERIENCE

Business Analyst

AZM Development

02/2025 - Present Islamabad

- Worked on the **Saudi Vision 2030 initiative**, delivering the **Maneh online certification system** to digitize and streamline product certification processes for government and private entities.
- Bridged communication between **cross-functional team** of developers, QA engineers, and designers, ensuring requirements were translated into technical solutions.
- Improved development efficiency by **20%** through effective **story writing, backlog grooming, and prioritization** in **JIRA**, ensuring high-value tasks were consistently delivered on time.
- Collaborated with **designers using Figma** to validate user flows and ensure UI consistency with business needs and stakeholder expectations.
- Coordinated **UAT sessions** and conducted **live demos** for stakeholders, achieving faster acceptance cycles and higher satisfaction scores.
- Proactively **resolved blockers**, tracked progress, and maintained transparent communication through **Slack**.

Implementation Consultant

Elixir Technologies

09/2024 - 11/2024 Islamabad

- Analyzed client business requirements and implemented **Elixir Cloud** solutions for the **healthcare and banking industries**, enhancing operational workflows and customer communication efficiency by 25%.
- Developed and deployed **Tango**, a Customer Communications Management (CCM) solution, ensuring seamless integration with client databases and enterprise systems.
- Defined **project specifications**, created detailed **plans and estimates**, and ensured timely execution aligned with client expectations.
- Utilized **SQL** and managed multiple data sources, including **XML, delimited files, and RDBMS**, ensuring consistent and accurate data exchange across environments.
- Assisted in **solution configuration, UAT coordination, and customer training**, improving user adoption and reducing post-deployment issues.
- Utilized **SQL** and managed various data sources, such as **XML, delimited files, and RDBMS**, to ensure seamless data integration across projects.
- Provided **ongoing implementation support** and **issue tracking**, collaborating with engineering and QA.

Implementation Engineer

CARE Pvt Ltd

12/2022 - 09/2024 Islamabad

A company focused on ERP solutions and technology integration

- Led ERP system implementations for the Pakistan Air Force, delivering Office Management, Overtime, and Finance modules across two departments, improving operational efficiency by 30% and reducing manual workloads.
- Managed UAT sessions directly with client teams, conducting demos, gathering continuous feedback, and driving faster acceptance cycles with 30% fewer rework iterations.
- Executed **SQL-based workflow configurations** and **JavaScript scripting** to automate core finance and HR processes, cutting data-entry time by 40%.
- Tracked and managed project progress in **JIRA**, ensuring clear communication between engineering, QA, and management for timely delivery.
- Created dynamic dashboards using **Poli**, enabling real-time analytics and decision-making through visualized KPIs.
- Recommended and implemented process optimizations that enhanced data accuracy and reduced dependency on paper-based workflows.

SKILLS

Implementation Consultant

ERP implementation, MySQL, RDBMS, UAT Coordination, API configuration, Workflow Automation, Dashboarding & Visualization

Business Analyst

BPMN, JIRA, Sprint Planning, Sprint Grooming, UAT Planning, Feedback Management, Risk Analysis, Task Prioritization, User Story & Acceptance criteria Writing, Cross-functional team collaboration, FIGMA

Soft Skills

Problem Solving, Project Management, Adaptability, Team Collaboration, Decision Making

PROJECTS

SASO MANEH

02/2025 - Present

Saudi Vision 2030

- Business Analyst on SASO MANEH under Saudi Vision 2030. Converted business needs into JIRA user stories. Built Figma wireframes with designers. Led sprint planning and cross-team collaboration. Conducted UAT demos, managed feedback for timely delivery, boosting satisfaction and reducing rework.

JIRA Automation & Sprint Insight Optimization

01/2025 - 01/2025

JIRA REST API | n8n | Python

- Automated sprint analytics via JIRA REST API and n8n to track bug cycles, ticket age, and completion trends. Automated post-sprint insights biweekly, using AI for improvement. Built Python dashboards for trend analysis and reports for data-driven improvements and faster issue resolution.

Human Resource Management (HRM)

01/2023 - 09/2024

Office Management

- Optimized HR/payroll by integrating ERP's Office Module. Centralized order management over 5 modules, cutting duplication and delays. Partnered with finance to automate payroll, boosting data access 30% and efficiency 15%. Created real-time dashboard for better decision-making.

Accounts & Finance Management

12/2023 - 02/2024

Payroll and Procurement

- Digitized financial operations using ERP for payroll, purchasing, and expenses. Linked HR and finance for accurate payments and costs. Automated approvals, cutting manual work 25%. Created dashboards to track spending, boosting visibility into expenses and financial performance.

EDUCATION

Master of Project Management

SZABIST

02/2024 - 02/2025 Islamabad, Pakistan

Bachelor of Computer Engineering

NUST

01/2018 - 12/2022 Islamabad, Pakistan

CONTINUOUS LEARNING

n8n Automation

Digitized financial operations using ERP for payroll, purchasing, and expenses. Linked HR and finance for accurate payments and costs. Automated approvals, cutting manual work 25%. Created dashboards to track spending, boosting visibility into expenses and financial performance.