

ELVINA CHEREPOVICH

Business & Systems Analyst

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Montreal, QC, Canada

Experienced Business & Systems Analyst with over 15 years of expertise in designing and delivering integrated solutions across diverse industries, including healthcare, complex governmental portals, astrophysics, mechanical engineering, e-commerce, etc. Skilled in improving processes, defining clear requirements, and implementing effective system integrations. A strong believer in soft management, building motivated teams, and fostering collaboration to achieve shared goals. Dedicated to solving problems and driving successful projects by focusing on teamwork, efficiency, and practical IT solutions.

CORE SKILLS

AI Literacy, Strong business acumen, Complex Projects Ownership, System Integration, Business Analysis, System Design, Functional Requirements, Business Process Modelling, Problem solving, Communication Skills, Customer-centric, Collaboration, Attention to Details and Accuracy, Critical Thinking, Test Strategy.

TOOLS & TECHNOLOGIES

Business Process Modeling: Draw.io, BDdiagram.io, Balsamiq, Microsoft Office Suite (Visio, Excel, Word, PowerPoint), Lucidchart, Sparx Enterprise Architect, Figma, Power Designer, UML, BPMN, IDEF, requirements specifications, user stories, data modeling.

Programming languages: HTML, CSS, JavaScript, ILogIBM, Visual Studio, WordPress, XMLSpy.

Databases: PostgreSQL, Oracle DB, MSSQL.

Systems Integration: IBM WebSphere ESB, Oracle SOA Service, Kafka, FTP, SOAP, REST API, AS2, advanced design XSD, XSLT, WSDL, JSON, SQL.

Project management: Agile, Kanban, Waterfall, Confluence, Jira, ZenHub, SharePoint, Trello, Notion, Microsoft Project.

CRM, ERP: Podium, AestheticPro, Sage50, Odoo.

WORK EXPERIENCE

Business Analyst

Apr 2024 - Jan 2025

IDYLLIUM, Aesthetic medicine center | Canada

- Implemented CRM, improving customer engagement and operational efficiency.
- Exhibited a team-oriented mindset by effectively collaborating with partners and suppliers on various business projects, resulting in a 174% increase in revenue.
- Performing analyzing data (KPIs, sales, finance) to drive strategic decision-making and enhance commercial awareness in marketing campaigns and business operations.
- Led the modernization of the company website using AI-powered tools (from WordPress to a React-based architecture) to enhance performance (60% faster), SEO ranking and improving UJM.
- Initiated change management by developing and implementing numerous policies to standardize the clinic's business processes in HR, marketing, finance, sales, pricing, and operational functions.

Business Analyst

Mar 2020 - Apr 2024

THUNDER OPTICS, Scientific start up in astrophysics | France

- Enhanced company operations across supply, research, manufacturing, sales, and customer service through strategic innovations of tools and business process optimisation, which increased profit from 29% to 45% in the 2020-2023 years.
- Performed preliminary analysis of scientific instruments market trends to support data-driven decision making and strategic planning of business development.
- Designed and developed e-commerce website, bolstering sales by up to 156% and online visibility while ensuring seamless customer experiences.
- Initiated and developed technical documentation to improve usability and customer experience with company products which 2x decreased user support requests.
- Developed company brand book and unique product design.

Systems Analyst

Oct 2019 - Mar 2020

CIVICTECHFREDERICTON, Collaborative tech hub | Canada

- Led discovery stage and requirements gathering sessions with business stakeholders.
- Developed Data Model, URM, User Stories, acceptance criteria.
- Elicited technical requirements for seamless Walmart API integration.
- Facilitating the product team meetings and planned sprints.

Systems Analyst

Nov 2011 - Oct 2019

LANIT, IT systems Integrator | Russia

- Gathered and documented functional requirements across all management levels, ensuring compliance with federal regulations and business requirements.
- Developed integration solutions for governmental portals, data exchange policies for external data providers, and validation rules, which streamlined required data migration reducing errors and standardized integration processes (EAI, B2B, third-party systems integration),
- Improved information exchange and system reliability using different integration approaches (SOAP, RESTfull, FTP, AS2 standard).
- Conducted quality assurance testing for designed APIs and software features to ensure functionality and performance.
- Designed WSDLs for 40+ services and developed over 100 XSD schemas for business documents and master data; implemented numerous XSLT transformations to support integration in microservices-based systems.
- Managed relationships with partners and supervised remote international teams, ensuring successful project delivery.

Business & Systems Analyst, Russia

05/2007 – 11/2011

VARIOUS IT COMPANIES with software development and implementation projects for Pharmaceutical, Engineering (Mechanical), Energy (Nuclear), Construction (housing and manufacturing) industries.

EDUCATION

- Master's degree in Applied Computer Science (Management), 2006
- BABOK CBAP Certification. Present
- Systems Design for Analysts. Present
- AWS. Present
- JavaScript Bootcamp, Flutter. Present
- Cert, Web Development (HTML3, CSS3).
- Cert, Corporate systems Integration.
- Training: Software quality requirements.
- PostgreSQL Bootcamp.
- Training: Agile business analyst. How to write effective User stories.
- Various trainings: UML modeling language, Project management - PMBOK, time management, PDM systems.