Rahma Hasna BEDLA

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ABOUT ME

I am a **Functional Business Analyst** with over **6 years of experience** in analyzing, optimizing, and designing information systems.

At work, I am **organized, sociable, energetic, analytical, and solution-oriented**, capable of collaborating effectively with multidisciplinary teams to meet stakeholder needs.

I possess strong skills in:

- Process modeling (UML, BPMN)
- Requirement gathering and analysis
- Functional and Technical Test (UAT, TDD, Integration Test)
- Technical, functional documentation writing and API documentation (Swagger API, Postman)
- UI/UX optimization for digital solutions and HIM
- Collaborative project and IT system planning (MS Office, MS Project, GanttProject, Canva, Trello, Slack, OneDrive)
- Client training and workshop facilitation, including feedback collection
- Data analysis and visualization with Business Intelligence tools (e.g., Power BI, Power Query)
- Project coordination and management in Agile methodologies (Scrum, Kanban)
- Database management (SQL, PL/SQL, MongoDB, MySQL)
- DevOps (CI/CD, GitHub)
- Programming (C# & JavaScript, RESTful API)

My expertise includes **stakeholder management, designing and implementing optimized solutions**, continuous business process improvement, and ongoing support for both technical and business teams.

REFERENCES

jaouhara.etthabet@nova-it-group.eu , Senior Developer and Lead in Nova-it group, Belgium
patrick.gratz@list.lu , Senior Engineer at LIST, Luxembourg

PROFESSIONAL EXPERIENCE

Functional Business Analyst
NOVA-IT Group
01/2025-Now, Brussels, Belgium
Industry: Information technology

- Part of the **ERP project to manage IT Consultants** where I collect and analyze user needs to define business and functional requirements.
- Create and prioritize the **Product Backlog** in collaboration with stakeholders.
- Support **Agile ceremonies** and contribute to **development sprints**.

Environment : BPML, UML, Jira, Confluence, SQL

Functional Business Analyst

ITS4U
09/2024 - 03/2025, Fentange, Luxembourg

Industry: **Governance & Administration**

- Participate in the "**Refoundation**" project for **restructuring the IT system** of the Luxembourg Chamber of Deputies.
- Analyze client needs and translated them into functional requirements.
- Collaborate with stakeholders to optimize IT solutions and workflows.
- Facilitate workshops to gather information and define project objectives.
- Train users, provide first-line support, enhance the usability of digital solutions through my **HIM** and **UI/UX** expertise, and contribute to developing innovative applications using modern **Microsoft technologies**.
- Contribute to the **functional testing track** in and an **Agile** environment, validation, and implementation of solutions.
- Prepare technical and functional documentation.

Environment: BPML, UML, Jira, UI/UX, Excel, Power Query, SQL, UAT, Ms office 365

Functional Business Analyst

Luxembourg Institute of Science and Technology (LIST)
04/2021 - 08/2024, Esch Sur Alzette, Luxembourg

Industry: **Science & Innovation**

- Organize **User Story reviews** with project managers and stakeholders.
- Prepare and update project presentation materials for periodic committees and stakeholder meetings.
- Integrate **NodeJS RESTful APIs** to the microservices software and **test** it with **Postman** and **SwaggerAPI**
- Develop and implemented **scalability strategies** for easy extensibility, enabling new feature integration and improving system robustness.
- Design and tested **cloud-deployed applications** in an Agile/DevOps environment.
- Write **complex SQL queries** and **PL/SQL** scripts for data retrieval and manipulation.
- Conduct thorough testing to identify and fix vulnerabilities.
- Optimize **data visualization dashboards** for better readability and user understanding according to **UI/UX** rules**.**
- Assist the development team in **software design, UML diagrams,** and **coding**.

Environment: BPML, UML, Postman, SwaggerAPI, Jira, Power Query, SQL, MongoDB, JavaScript, D3.js, GitHub

Functional Business Analyst

Telecom Operator ATM MOBILIS
01/2020 - 09/2020, Algiers, Algeria

Industry: **Telecommunications**

- Produce and analyze **operational and strategic KPIs** to ensure high-quality results.
- Coordinate and harmonize project reporting, ensuring smooth communication between stakeholders.
- Analyzed and optimized corporate tools and IT systems to meet client needs.
- Managed and optimized **Oracle databases**, ensuring data integrity and performance.
- Maintained comprehensive documentation of business processes, software development, and entity-relationship models **(UML, BPML)**.
- Tested code for maintainability and efficiency.
- Resolved issues and incidents in collaboration with the technical team.
- Developed and executed **user acceptance tests (UAT)**, unit tests, functional/non-functional tests, and integration tests.

Environment: UML, MS Project, Slack, C#, SQL Server, MS Office 365, GitLab, Crystal Reports

Analyst Developer (1-Year End-of-Studies Internship)
Center of Development and Advanced Technologies (CDTA)
09/2018 – 09/2019, Algiers, Algeria

Industry: Education

- Analyze functional requirements for an **e-learning platform** to address challenges in Algeria's education system and enhance it with the help of new technologies such as **VR/AR technologies**.
- Model education business processes to propose an **IT system urbanization** for Algeria's education sector.
- Collaborate with teachers and stakeholders to identify key platform features and enhance UX with **3D interactive interfaces**.
- Write detailed functional and technical specifications for **Moodle-based course management modules**.
- Participate in testing and implementation of **APIs**, ensuring compliance with user expectations and education standards.
- Design and develop **interactive prototypes** using Unity3D for **VR educational environments**.
- Propose improvements for **content management and platform performance**, ensuring interoperability with existing systems.

Environment: Unity3D, VR/AR, C#, Moodle, JavaScript, HTML, CSS, Bootstrap, UML, BPML

Freelance Analyst Developer
09/2017 – 05/2018, Algiers, Algeria

Industry: Medical & Healthcare
- Analyze client needs for **custom management applications** tailored to medical practices.
- Model business processes to propose **optimized software solutions**.
- Write functional specifications and project scopes to align with end-user expectations.
- Design and develop applications using **C#/.NET** for ergonomic and functional UIs.
- Manage the full project lifecycle, including **marketing and post-sales support**.
- Conducted **technical and organizational missions** as a software engineering and functional analysis ensuring client satisfaction in each phase.

Environment: UML, MS Project, JustInMind, Canva, Trello, C#, .NET, HTML, CSS, Bootstrap

EDUCATION & TRAINING

TOEIC Certification – Score 850/990
UFR MIM – University of Lorraine, Metz (2020)

Master in Business Intelligence
UFR MIM – University of Lorraine, Metz (09/2020 – 09/2021)
- Business Intelligence & Reporting Tools
- IT System Urbanization & Collaborative Systems
- IT Project & Risk Management
- Data-Driven Decision Making & KPIs
- Process Modeling (BPML)
- Algorithm Optimization & Process Scheduling

Master's & State Engineering Degree in Computer Science
Higher National School of Computer Science (ESI), Algiers (09/2014 – 09/2019)
- Project & Risk Management (Agile/Classic: SCRUM, Kanban)
- Software Engineering & Programming (Desktop/Web/Mobile)
- Algorithms, HIM, Software Architecture
- Data Analysis, Decision Support Systems, IT Urbanization
- Databases, Collaborative IT Systems, Software QA

High School Diploma (with Honors – Mathematics Branch)
Berwal Belkacem High School, Batna, Algeria (2013–2014)

LANGUAGE SKILLS

Native Language(s):
Arabic
Berber

English:
- Listening: **C2**
- Reading: **C2**
- Writing: **C2**
- Spoken Interaction: **C1**

French:

- Listening: **C2**
- Reading: **C2**
- Writing: **C2**
- Spoken Interaction: **C2**