IRMA MODZGVRISHVILI

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PROFESSIONAL SUMMARY

High-energy, self-developing and motivated Business Analyst with 7+ years experience in banking sector, effective at developing and implementing operational processes and systems. Quickly grasps business priorities to identify optimal personnel and IT solutions.

SKILLS

- Problem-solving
- Strong analytical thinking
- Communication skills
- Project Management
- Jira
- SQL
- SoapUI
- API
- Agile
- MS Office
- Bizagi

WORK HISTORY

Service Delivery Manager, 06/2017 to 05/2019
TBC BANK – Tbilisi

- Recruited new members for business analysis team to support division growth and create strong and productive department.
- Coordinated staff resources, including overtime requirements.
- Responsibility for building partnerships and determine Service level agreement (SLA) with vendors and business department, manage team performance, track finances and control quality of service delivery.
- Streamlined techniques to support agile methodology implementations.
- Lead collaborative, dynamic planning process on events such as PI planing, replenishment for prioritization work that needs to be done against capacity and capability of team
- Increase delivery rate 50%.

Senior Business Analyst, 03/2015 to 07/2017
TBC BANK – Tbilisi

- Improve systems maintenance.
- Directed business analysts in solving problems and determine projects plans.
- Served as main source of support to business analysts, QA testers and technical and business support.
- Validating technical documents prepared by group members.
- Closely work with developers and System architects team.

Business Analyst, 09/2014 to 11/2015
TBC BANK – TBILISI

- Worked effectively with business stakeholders and subject matter experts in order to understand their problems and needs and create software solutions that elevated customer side experience and significantly improved overall functionality and performance.
- Solves business problems, designing technical solutions.
- Create functional, non functional and integration requirements documents.
- Managed testing cycles, including test plan creation, development of scripts and co-ordination of user acceptance testing for stakeholders.
- Systems deployment and monitoring.

ETL Tester, 06/2013 to 01/2014
TBC BANK – Tbilisi

- Create, design and execute test cases, test plans and test harness
- Identify the problem and provide solutions for potential issues
- Approve requirements and design specifications
- Data transfers and Test flat file

- Writing SQL scripts to extract data from various databases and systems and compares against data warehouse.
- ETL Performance Testing and Tuning
- Assisted stakeholders during User Acceptance Testing (UAT)

QA Analyst, 01/2012 to 01/2013
TBC BANK – Tbilisi
- Work as part of team to perform manual/automatic functional regression, integration testing with SoapUI and performance testing.
- Create test plans, test scenarios and test cases
- Identified and tracked defects with JIra and supported developers in resolving problems by completing additional tests.
- Wrote, edited and updated project manuals and technical documentation used by stakeholders.

Business Process Manager, 07/2009 to 01/2011
TBC BANK – Tbilisi
- Tracked and analyzed reports to determine where improvements in business could be made.
- Oversaw investigation and resolution of country regulatory as NBG (National Bank of Georgia), legislation herald of Georgia, Personal Data Protection changes impact claim processes, etc.
- Create Documentation, update Department Procedures and Policies.
- Training internal employees who are involved in improved processes.
- Conduct Ongoing Analyses

Reporting Manager, 12/2006 to 01/2008
TBC BANK – Tbilisi
- Formulate techniques for quality data collection to ensure adequacy, accuracy and legitimacy of data
- Establish rules and procedures for data sharing with upper management, external stakeholders etc.
- Support others in daily use of data systems and ensure adherence to legal and company standards

EDUCATION

Master of Science: Computer Since And Mathematics, 07/2006
Tbilisi State University - Tbilisi

Bachelor of Science: Computer Since And Mathematics, 07/2004
Tbilisi State University - Tbilisi

ADDITIONAL INFORMATION

Major achievement:
Implemented successfully different projects such as:
- Implement QMATIC system. reduce customers service time from 40 minutes to 20 minutes, delay period from 1 hour to 10 minutes, automated a lot of process, increase capacity of employees.
- Replacement Loan Management System in the Bank. Selection of systems, communication with vendors, gap analysis, prepare data for migration, staff training, supporting and monitoring deployment process.
- Simplified and automated process of get the Cash Cover loan, reduce time from 1,5 hours to 10 minutes.
- Merger of two Banks: TBC Bank and Bank Republic (business analysts and QA testers team lead, gap analysis, merge of systems, data migration, support branches)
- Implement New Loan product. The multi-currency loan that the consumer could use to repay the loan in the currency of his choice without having to change the monthly payment.

INTERESTS

climbing, extreme sports