ALEXANDRE LYSOV

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CAREER ASPIRATION: pursue research & academic opportunities in Bionformatics & Applied Bioinformatics fields

SUMMARY OF QUALIFICATIONS AND PROFESSIONAL STRENGTHS:
- Extensive IT experience gained in Business and Technology matrix International multicultural teams located in EMEA, JAPA, Canada and US delivering customer focussed solutions deployed globally
- Experience in re-engineering of Amex Corporate Cards systems on a Global scale
- Excellent understanding of interrelationship between technological solutions and the business processes performance
- High creativity, pragmatism and ability to form a holistic view and offer new solution to old problems
- Fast learning ability: grasping new concepts quickly and applying them to existing systems and processes
- Great communication and presentation skills to both business and technical audiences
- Optimal leadership and persuasion skills; ability to lead, energize, coach and inspire without authority
- Responsibility, flexibility, detail orientation, ability to drive results and meet deadlines while under pressure

NOTABLE AWARDS (American Express):
- Premier Chairman Award for Quality for a sizable contribution to the creation of a Customer Treatment application
- Six Sigma Gold Award for Quality for a contribution to a team effort in defining Global Corporate Systems Strategy

BUSINESS ANALYSIS AND BUSINESS PROCESS RE-ENGINEERING TRAINING:
- The BA Facilitator (14 CDUs - BABOK 2, Noble Inc.), Institute for Learning (IFL), facilitated by the author, 2012
- The Business Analyst's Crash Course™ (14 CDUs - BABOK 2, Noble Inc.), IFL, facilitated by the author , 2012
- Six Sigma Green Belt Training, Amex Canada Inc., On-site, 2003
- Quest for Quality (similar to Six Sigma), Amex Canada Inc., On-site, 2002
- Method/1 methodology (Amex SDLC framework), Amex Canada Inc., On-site, 1999

PROFESSIONAL EXPERIENCE

2013 - 2015: Brink's Global Financial Institutions Services, Mississauga, Ontario, Canada
In Senior Business Analyst capacity:
- Performed Business Process Mapping for Brink's France and Netherlands Integrated Managed Services and suggested process improvements that were accepted and implemented; consulted on further process improvements
- Led business requirements definition for Order Management System (OMS) to automate device management requests for Brink's France and championed full OMS enablement for Brink's Netherlands by reusing existing functionality
- Automated Device Change Management process of submitting JSON files by HTTP using Excel and Outlook VBA
- Collaborated closely with Brink's France colleagues (including onsite in France) delivering a project of onboarding more than 600 ATMs to Device Management System (DMS) for Brink's France client; delivered Business & Technical requirements, process flows, vendor and host interfaces specifications, Faults/Events treatments and Services Schedules
- Defined and documented requirements for rules of ATM events processing based on Diebold C0x protocol specifications; configured DMS to process events accordingly to the client defined business logic
- Defined and executed test cases for Faults processing, Escalations, Vendors dispatches and incidents progression
- Supported Web Portal (WP) related requirements for International clients by developing SQL stored procedures to query data presented to end clients by the WP in form of Incidents Views, Availability Grids and Dashboards
- Supported end to end testing of EDI (XML, JSON, C0x) between DMS in located in Canada and vendors in France
- Configured DMS Service Provider Gateway Management (SPGM) services to process bidirectional messages between Service providers and DMS using variety of interfaces such as XML and SMTP and JSON as per vendors requirements
- Developed SQL script to onboard instantly > 1700 new devices for Brink's Netherland's biggest client - Rabobank, which brought number of DMS managed devices for this client to > 2600
- Modified DMS database Schema by including client custom fields for storing and processing client specific data
- Contributed to defining DMS roadmap and strategy of migrating from version 4.7.x to version 5.x
- Proposed Data Split/Transformation strategy between Brink's and Direct Cash Payments companies and took part in its practical implementation through the project cycle ensuring uninterrupted customer service during the transition
- Supported international clients daily via email and phone to resolve DMS configuration and infrastructure related issues

2011 - 2013: [Bank of Montreal Financial Group](), Toronto, Ontario, Canada
In Senior Business Analyst capacity:

- Led requirements gathering sessions for Customers/Employees Identity and Access Management (C/EIAM) projects
- Facilitated CASL stakeholders meetings, captured meeting minutes and tracked action items until successful resolution
- Delivered Scoping and Requirements Documentation for C/EIAM releases working with large group of stakeholders Including Enterprise Architecture, Enterprise Infrastructure, Information Security, HUB Development and Technical Infrastructure Development while participating in Business Analysis Process re-engineering and piloting
- Defined and executed test cases for BMO Mobile Alerts application for Business and Corporate account holders
- Managed requirements in accordance with Requirements Management Plan and processed Change Requests
- Performed gap analysis for functional and non-functional requirements and maintained traceability matrix between requirements, system architecture and design documentation and test cases in scope of the release or the change request
- Defined, modified and executed test cases and managed defects in IBM Clear Quest and coordinated QA efforts
- Provided support for Proof of Concept projects for IBM DataPower, Tivoli Federated Identity Manager , Tivoli Access Manager, WebSEAL and Tivoli Directory Manager for authentication and authorization using SAML and SPNEGO

2009 – 2010: [eHealth Ontario](), Toronto, Ontario, Canada
In Senior Business Analyst capacity:

- Prepared executive PowerPoint presentations on technology and business trends based on Gartner research insights
- Reviewed, analyzed and updated Business Requirements and Functional Design Documents and Use Cases
- Defined and executed test cases for eHealth Ontario Adaptive Authentication Services capability (Oracle based)
- Supported ONE ID Product Refresh project by planning, documenting and executing test cases based on project's BRD
- Liaised between QA and Development groups, managed defects for product releases in IBM Clear Quest
- Prepared, scheduled and ran performance testing in staging environment utilising IBM Rational Performance Tester
- Contributed to Oracle Access Manager 10g Upgrade project supporting ONE ID infrastructure uplift by delivering project's presentations, creating testing strategy and taking part in discussions regarding the upgrade path

1998 – 2009: [AMEX (American Express) CANADA INC.](), Markham, Ontario, Canada
Started as a developer and enjoyed increased scope of responsibilities in Business and Process Analysis and Architecture
For Amex Retail and Corporate Credit Cards, Banking, Call Centre, Risk, Collections, Corporate Travel Business Lines

Achievement in Process Analyst and Technical Expert capacity (6 months flex assignment in USA):

- Utilized Component Business Modeling methodology to map Global Corporate Card processes to technology road-map as part of Global Corporate Systems Strategy's focused group work, which was recognized by a Six Sigma Gold Award

Achievements in Business Analysis and Software Design, Development and Solutions Architecture:

- Created competitive advantage to Amex Corporate Travel enabling it to win a bid for contracts with Department of National Defence (DND) and Government of Canada (CG) for corporate travel booking by utilizing RAD methodology to drive business and systems analysis, design, build and delivery of a Traveller Authorization/Identification Numbers (TAN/TIN) system that was interfacing with a Sabre travel booking system, searched for specific PNRs, read and updated them in order to provide accurate tracking and reporting of bookings by the employees of DND and CG
- Elicited requirements, envisioned the solution, evaluated the options available for the solution, proposed an original design, acted as an Architect and contributed to the .Net and database development of a Customer Treatment Tool (CTT) application -- Amex own CRM system -- an open and flexible framework that became a POA solution for 26 International markets enabling Amex deploying products to markets quickly while significantly increasing its revenue
- Provided guidance and acted as a focal point for the translation of business requirements into functional systems designs leading development group to a successful implementation of a Financial Data Warehouse based Integrated Billing System while driving its Web and database design, its interfaces to Customers' Transaction databases, POS terminals, Financial Capture and General Ledger Systems, and Extract/Transfer/Load and batch jobs and reports
- Served as a liaison between business and technology units in virtual International team settings and have identified the best possible approach in aligning and mapping core business objectives of a Customer Complaints System (CCS) to its architecture and design derived from technical aspects of legacy Account Receivable (AR) systems and CCS that lead to important hosting and deployment decisions; managed and led a group of resources to successful CCS's deployment
- Gathered requirements and performed the analysis and design of Amex Canada Bank's front-end application interface to back end banking system allowing to perform all Bank's day-to-day transactions (Foreign Currency Exchange, Selling/Cashing American Express Travellers Cheques based on daily Amex's conversion rates, etc.) and back-end reconciliation and General Ledger settlement; supported the Business Users by running custom ad hoc SQL queries
- Introduced a new reporting system based on OLAP/Microsoft's Office Web Components (OWC) technology by defining multi-dimensional cubes, input data structures, their processing rules and user reports in form of Pivot tables

- Applied quantitative analysis methods to calling data for identifying repetitive callers' patterns to improve calls' routing
- Acted proactively in a major Call Integration/Voice Response project and after requirements analysis conducted a statistical research of calling data that resulted in significant change of routing formula that was implemented to an SQL procedure to achieve an agent 'skill' / customer 'value' matching ratio of 95% increasing customers' satisfaction
- Influenced a Google Search Appliance utilization for the purposes of International Contact Centre Servicing platform
- Leveraged a MQ based US solution for 'Instant Reactive Decision' for New Accounts Acquisitions and identified gaps, business risks and the best approaches to address them for enabling full re-use of existing Enterprise services
- Evaluated technical requirements for major International Servicing Platform project of an applications / hardware consolidation and pioneered Kerberos path-through Single Log-on ID authentication for n-tier infrastructure
- Analyzed CTT performance, estimated future demand, defined platform's road-map; developed a strategy of its implementation, presented it to the business and technical leaders, convinced the audiences and led the platform uplift from MS SQL to z/OS based DB2 achieving higher reliability and scalability; programmed DB2 SQL procedures
- Proposed including NEON SOA in Enterprise POC that was found to be the best match for business requirements
- Led critical Desktop+ changes supporting conversion of all Canadian accounts to single Account Receivable platform
- Facilitated a .Net based Micro Focus COBOL POC and converted real production COBOL modules to the object oriented components that were called from C# / VB .Net classes/Web services in CLR environment utilizing VS 2005
- Maintained and programmed enhancements of Oracle based 'Prospects' system that operated with the data received from different marketing channels and other sources allowing Marketing, Risk and New Product Development departments to conduct their analysis in identifying prospective clientele for future products' offerings
- Developed a .Net C# Web Service and a Socket class to call CICS based Enterprise services on z/OS MF via TCP/IP
- Wrote a .Net based Web service in C# to encrypt/decrypt customer password data for Customer Authorization System

Day-to-day contributions to Business Analysis and Systems Design, Development and Architecture:
- Discovering business and technical opportunities for possible processes and components reuse
- Identifying possible risks and recommending mitigation strategies or alternative solutions for projects in scope
- Contributing to PGB, JADR and Cost Benefit Analysis documentation for all the projects in scope
- Preparing Cost Benefit Analysis documents, summaries, presentations and overviews based on change requests, proposals, architecture documents, test plans, test results, process summaries, work-flows and requirements documents
- Providing technical leadership in consulting and planning for applications solutions initiative development
- Translating business requirements into a design of efficient and flexible systems and databases
- Actively collaborating with business partners gathering required information and helping in a creation of a complete set of required documentation accordingly to the enterprise methodology and standards
- Taking part in forming technical strategy and architectural directions by participating in Vertical Architecture Teams including Central Architecture Organization (CTO) and Technology Excellence Centres (AETEC)
- Documenting Solutions characteristics, including business and systems functionality, hardware, software, operating platforms, 3rd party packages and components, major interfaces and data sources in Confluence Wiki
- Creating and maintaining SDLC artifacts in a MS SharePoint based Applications Inventory for all applications in scope
- Coordinating SIT and UAT efforts for testing of new or enhanced business functionality for projects in scope
- Reviewing, correcting and approving technical design documentation provided by internal development groups and external vendors and conducting design and code walk-through sessions
- Consulting business partners and fellow AET colleagues on the architecture of existing Amex system
- Evaluating individual applications, solutions and components based on the approved reference architecture frameworks,
- established strategies and standards and recommending appropriate action plans and alternatives
- Delivering Conceptual Designs and High Level Estimates for Change Requests for International Systems and providing consultancy to development and vendor groups throughout all SDLC phases
- Consistently looking for a ways to increase value for our business partners by offering efficient solutions
- Continually enhancing skills through hands-on or on-line courses and building business knowledge

1997 – 1998: PHONETTIX INTELECOM Ltd., Richmond Hill, Ontario, Canada
In Business Systems Analyst capacity:
- Identified an opportunity to re-engineer ETL program for porting data from Clipper/FoxPro to an Oracle database
- Proposed and wrote specifications for a number of 3 -tier Intranet based Contact Centre applications
In Sr. Software Developer capacity:
- Delivered a new database design and ESQL/C to increase processing efficiency up to 20 times
- Developed 3-tier Web based Calling Centre applications employing Oracle DBMS on SUN and Microsoft IIS on NT
- Wrote an ESQL/C data extract programs on Sun/Solaris to format the results for processing on AS-400
- Designed and wrote a number of VB/SQL 2-tier Calling Centre applications for inbound/outbound client's campaigns

1996 – 1997: MAVPRO CONSULTANTS Inc. Woodbridge, Ontario, Canada
In Software Programmer / Analyst capacity:
- Developed a number of VB/SQL and Web based application employing Microsoft Web controls, HTML and CSS
- Delivered number of communication and encryption libraries for an NT multi-threaded Security Internet Server and
- Windows based clients using 3rd party encryption API, Windows Sockets and Remote Access Libraries, MFC and OLE
- Developed a multi-threaded Microsoft Mail Exchange enabled e-mail system based on Microsoft MAPI
- Programmed GUI, Multimedia applications, PINPAD and POS devices and Interac transactions

SHORT LIST OF TECHNICAL SKILLS:
METHODOLOGIES: Six Sigma, Method/1, UML, BCM, BABOK, SCRUM, Agile
LANGUAGES: SQL, C/C++, Visual C/C++/C#, ESQL/C, VB, VB.Net, JAVA, COBOL, Assemblers
RDBMS: MS SQL (DTS, Jobs, SSIS, OLAP, Data Mining, optimization), DB2, Oracle, MySQL, FoxPro, MS Access
Web/Intranet/Middleware: AJAX, ASP, ASP.Net, JavaScript, VBScript, HTML, DHTML, XML, JAVA, MQ Messaging
TOOLS: PowerPoint, Confluence & Media Wiki, SharePoint, MS Project, Visio, Excel, HP QC, Confluence Wiki

PROGRAMMING AND SOFTWARE ARCHITECTURE TRAINING:
- Developing AJAX Web Applications: Hands-On, Learning Tree International, 2007
- Building Cross-Platform applications with XML: Hands-On, Learning Tree International, 2005
- Building XML Web Services with .NET: Hands-On, Learning Tree International, 2004

EDUCATION
- Kaliningrad State University – Biologist, 5 years Diploma, Kaliningrad Russia
- Kaliningrad State Technical University – Informatics, 4 years of undergraduate studies, Kaliningrad Russia
- Medical College, Feldscher diploma, Kaliningrad Russia