Naser Tahiri
Business /Functional Analyst

Profile

Holder of a bachelor's degree in business management and Microsoft Professional and CompTIA A+ certifications, Mr. Tahiri has more than 10 years of experience in information technology, including more than 7 years as a business analyst.

He excels in process improvement and optimization after participating in various projects, from the initial phase to implementation and closure. He demonstrates good expertise in process mapping using BABOK v3 and BPMN.

He is an expert in creating, documenting, and maintaining all SOP procedures. During his mandates, he collected and analyzed business needs, evaluated the processes in place, recommended solutions based on needs, translated business requirements, led process modeling workshops, and monitored standards in place.

Multilingual, enthusiastic about his job, Mr. Tahiri is a professional who favors communication, mutual aid, and teamwork to the detriment of personal honors.

Professional experience

Number of mandate	Mandate 8
Date and duration	May 2022 – today
Company Name	Logient, Montreal
Job Title	Business Intelligence Analyst

- Define business needs.
- Work simultaneously on various projects
- Present concrete solutions related to the customer's needs.
- Participate in the planning of management information systems.
- Advise and assist clients or users in a perspective of continuous improvement and innovation.
- Document the analyses and viable solutions.
- Translate business requirements, operational and functional requirements to development teams.
- Evaluate and define the roles and responsibilities of the stakeholders involved in the processes.
- Participate in quality control activities.
- Facilitate process workshops (needs definition sessions, brainstorming, etc.)

Achievements:
- Bridge gaps between technical and non-technical teams by translating customer needs into developer language and vice versa.
- Plan, facilitate and document mapping workshops.
- Present the outcomes of the workshops to stakeholders and advise on development follow-up.
- Perform data profiling and data mapping using my advanced T-SQL skills.
- The projects are conducted in the form of small sprints in agile mode.

Deliverables
- Document everything for developers on the Azure DevOps wiki, including destination table descriptions and data import and transformation strategy.

Environment	MS SQL, T-SQL, SSMS, Excel, C#, JIRA, Confluence, Azure, Azure DevOps

Number of mandates	**Mandate 7**
Date and duration	**March 2021 – May 2022**
Company Name	**MIFI, Montreal**
Job Title	**Business Analyst – Process Analyst – Functional Analyst**

- Define business needs.
- Analyze, optimize, and model business processes.
- Present concrete solutions related to the customer's needs.
- Participate in the planning of management information systems.
- Advise and assist clients or users in a perspective of continuous improvement and innovation.
- Document the analyses and viable solutions envisaged.
- Translate business requirements, operational and functional requirements to development teams.
- Evaluate and define the roles and responsibilities of the stakeholders involved in the processes.
- Participate in quality control activities.
- Facilitate process workshops (needs definition sessions, brainstorming, etc.).

Achievements:
- Understand the issues experienced by the directorates to identify the processes to be mapped.
- Plan, facilitate and document mapping workshops.
- Present the conclusions of the workshops to stakeholders and advise on the follow-up to be given for the development of management dashboards.
- The projects will be conducted in the form of small projects each lasting a maximum of 75 hours

Deliverables
- Documents: FIPEC Charter, Process Mapping.
- Definition of indicators, including the intention for action relating to them.
- Creation of a PowerBI on-board facility for the "detection of international recruitment and talent retention"

Environment	PowerBI, MS Dynamics 365 CRM, MS SQL, SSMS, Azure CosmosDB, Excel

Number of mandates	**Mandate 6**
Date and duration	**March 2018 to March 2021 – eq. full-time 28 months**
Company Name	**Pureprep, Montreal**
Job Title	**Business Analyst**

- Ensure the implementation of a new work structure within the company to improve service and reduce costs.
- Define business needs.
- Analyze, optimize, and model business processes.
- Present concrete solutions related to the customer's needs.
- Participate in the planning of management information systems.
- Advise and assist clients or users in a perspective of continuous improvement and innovation.
- Document the analyses and viable solutions envisaged.
- Translate business requirements, operational and functional requirements to development teams.
- Evaluate and define the roles and responsibilities of the stakeholders involved in the processes.
- Participate in quality control activities.
- Facilitate process workshops (needs definition sessions, brainstorming, etc.).
- Create, update, and delete products on the Website.

- Backup, restore, and troubleshoot the organization's website using WordPress and Shopify.
- Use Dynamics CRM tools to maintain a better relationship with customers.

Achievements:
- Complete the conversion of business needs into actionable spreadsheets to keep track of everything and reduce IT processing costs by 80%.

Environment	WordPress, Shopify, Dynamics 365 CRM

Number of mandate	**Mandate 5**
Date and duration	**September 2018 to January 2019 – eq. full-time 4 months**
Company Name	**Pratt & Whitney Canada, Montréal**
Job Title	**Business Analyst**

- Conduct systems analysis and implement new ways of doing things.
- Collect business needs.
- Analyze existing business processes and their performance.
- Recommend solutions that meet the customer's needs.
- Participate in management information systems planning activities.
- Produce documentation related to analyses and solutions.
- Translate business, operational, and functional requirements for use by development teams.
- Model and optimize new business processes.
- Establish the roles and responsibilities of the stakeholders involved in the processes.
- Organize and facilitate process workshops (brainstorming, etc.).
- Participate in quality assurance.
- Solicit business requirements from account managers and other stakeholders.

Achievements:
- Acted as systems manager and complement the technical analyst.
- Performed data analysis and ad hoc reporting using Power BI, MS SQL, and SSRS.
- Completed process mapping (as is) and (future) using BABOK v3 and BPMN 2.0.

Environment	Power BI, MS SQL, SSRS, BABOK v3, BPMN 2.0

Number of mandate	**Mandate 4**
Date and duration	**September 2017 to August 2018 – eq. full-time 9 months**
Client	**Concordia University, Montreal**
Job Title	**Course Assistant**

- Proactively analyze the course and draw attention to areas for improvement.
- Consult regularly with the head of department and provide his/her conclusions and reports.

Achievements:
- Improve the quality of the business technology class by creating quality content such as question banks and puns.

Number of mandate	**Mandate 3**
Date and duration	**October 2011 to April 2013 – 19 months**

Client	**Tarin Kowt (Afghanistan)**
Job Title	**Project Manager**

- Manage the operation and maintenance contract of the Tarin Kowt multinational base.

Achievements:
- Win a million-dollar bid for the U.S. DoD (Department of Defense) for an O&M contract.
- Analyze and model business processes.
- Coordinate a team of more than 50 multinational employees.
- Get the contract extension every six months by providing excellent customer service.

Number of mandate	**Mandate 2**
Date and duration	**June 2010 to September 2011 – 16 months**
Company Name	**IIFC Group, Kabul, Afghanistan**
Job Title	**Business Analyst**

- Identify and define business needs.
- Evaluate and analyze business processes.
- Present concrete solutions that meet the customer's needs.
- Participate in the planning of management information systems.
- Provide advice to customers and users with a view to continuous improvement and innovation.
- Write technical documentation.
- Translate business, operational, and functional requirements.
- Perform modeling and optimization of business processes.
- Lead process definition and modeling sessions.
- Participate in quality control activities.
- Contribute to 360-degree IT support at headquarters and all branches in the country.
- Manage MS SQL Server-based MBWIN software, including but not limited to installation, configuration, and troubleshooting.

Achievements:
- Support the MIS and IT needs of the head office as well as all branches across the country.

Environment	MS SQL Server

Number of mandate	**Mandate 1**
Date and duration	**January 2007 to April 2009 – 28 months**
Company Name	DBA Bank, Kabul, Afghanistan
Job Title	**Business Analyst, Director of Information**

- Manage the bank's entire IT infrastructure, including networking, database management, etc.
- Configure the Oracle 9i database, from installation to management and troubleshooting.
- Collect and define business needs.
- Analyze and model business processes.
- Present solutions according to the customer's needs.
- Collaborate in the planning of management information systems.
- Provide support to customers and users with a view to continuous improvement and innovation.
- Document the analyses and viable solutions envisaged.
- Assess needs and translate business, operational and functional requirements.
- Participate in quality control.

Environment	Oracle 9i

Certification

Microsoft Certified Professional, Microsoft, 2010

CompTIA A+ Certified Technician, CompTIA, 2010

LinkedIn Learning 100+ Certifications

Vocational training

Introduction to Oracle 9i—SQL, Oracle, 2010

General education

Bachelor of Commerce: gestion, John Molson School of Business (Concordia University), Montreal, 2019