# [zsandeela@yahoo.com](mailto:zsandeela@yahoo.com) [LinkedIn](https://www.linkedin.com/in/zedzworld/) 604.813.1794

<https://www.linkedin.com/in/zedzworld/>

**BUSINESS ARCHITECTURE / ANALYSIS**

**Business Modeling | Strategic & Operation Planning | Innovation**

**Information Analysis | IT Business Analysis**

I am highly accomplished within the Business Architect, IT Business Analyst and Business Technology Consultant roles. I am versatile, direct, and open and like to motivate others.

Expertise in:

**Business Process Engineering| Requirements Analysis & Design**

**Business Initiative Analysis | Business Architecture | Capability Based Planning**

**Business Transformation | Business Relationship Management**

**| Leadership in Cross-Functional Teams**

# **\*\*Professional Summary\*\***

Highly skilled Business Transformation Architect, IT Business Analyst, and Business Technology Consultant with certifications in TOGAF 9.1 & ITIL V3. Recognized for versatility, leadership, and the ability to motivate cross-functional teams, I bring a proven track record of success across diverse market sectors including B2B, IT, Insurance, Transport, Pharmaceutical, Leisure, and Commercial. My expertise encompasses the full IT project lifecycle, business process improvement, Agile methodologies, and strategic planning.

# **\*\*Core Competencies\*\***

**Business Architecture & Analysis:** Expert in capability, information, and organization mapping, strategic roadmaps, business/IT alignment, and developing target operating models.

**Project Management & Agile Methodologies:** Demonstrated success in leading Agile-structured programs, excelling in environments requiring coordination of multiple concurrent IT projects.

**Strategic & Operational Planning:** Proficient in business modeling, innovation, information analysis, and translating complex business needs into actionable strategies.

**Stakeholder Engagement & Team Leadership:** Effective at guiding teams and stakeholders through complex project landscapes, fostering collaboration, and driving towards common goals.

# **\*\*Professional Expertise and Project Highlights\*\***

## **Business Architecture Services**

Developed comprehensive business architecture frameworks, including motivation models, governance models, and strategic roadmaps for organizations like Capilano University, BC Housing and UBC, facilitating successful enterprise architecture practices and IT/business alignment.

*Competency in:*

* Capability, Information & Organization Mapping
* Motivation, Benefits, ‘As-IS’ and ‘To-Be’ Target Operating Models
* Process Hierarchy Models
* Value Streams
* Strategic Roadmaps
* Business / IT Alignment maps
* Vision, Strategy, Objectives and Measures Mapping

## **Business Analysis Services**

Led requirement gathering, analysis, and documentation efforts across various projects, including CRM upgrades at Vancity, case management solutions at WorksafeBC, and enterprise system implementations at UBC. Notable for crafting detailed business cases, process maps, and user stories to guide project execution.

*Competency in:*

* Current state analysis and future state analysis documents
* Requirements Definition Document
* Epic, Feature and Stories
* Data Definition Requirements Document
* Gap Analysis Document
* Assistance with UAT Document
* Business Process Maps
* System deployment documents (i.e., deployment plan, service desk guide, etc.).
* Progress status reports
* Business cases
* Resource Estimations

## **IT Project Management and Implementation**

- Managed full project lifecycles, from conceptualization through deployment, in roles at TransLink and ICBC. Specialized in introducing Agile methodologies to traditional environments, optimizing project delivery through scrum and Kanban practices.

# **\*\*Notable Projects and Contributions\*\***

**Upwork Gig Contract (January 2025 – May 2025)** Temporary one-off contracts involving Identity Management Consultancy to deliver Conceptual Architecture Design, involving Analysis of current environment, Design of an overall architecture that integrates with existing systems,- Keycloak implementation architecture and Security considerations and best practices

**Capilano University 2024 April – December 2024:** Analysis, Design and Implementation of a Business Architecture practice based on the development of several reference models that would provide a common reference point from which various IT functional teams could execute Strategic to Operational changes.

**Skills Employed:** Assess Current-State Business Architecture, - Define Target-State Architecture, - Develop Capability Models and Heatmaps, - Align Business and IT Strategy, - Support Strategic Planning and Portfolio Prioritization and - Enable Change Management and Stakeholder Engagement

**BC Housing September: 2023 – November 2023:** Short term contract to develop an executable Business Architecture playbook based on a series of executable templates that were developed for the Enterprise Architecture practice.

* **Skills Employed:** Process Analysis & Engineering – Operational Training & Documentation – Business Strategy

**TransLink October 2022 – June 2023:** Working on several assignments with the BRM team to develop business cases for Capital projects. The assignment involved creating business cost benefit cases with identification of resources, timelines and scope

* **Skills:** Business Cost / Benefit Analysis · Corporate Planning · Requirements Management. Scrum

**Vancity January 2020 – September 2022:** Spearheaded a CRM operational upgrade, integrating new technical capabilities with business process re-engineering to enhance case management practices.

* **Skills:** Business Process Improvement · Business Process Mapping · Business Systems Analysis · SQL · Microsoft Office · User Stories

**WorksafeBC May 2019 – December 2019:** Implemented a centralized case management solution, transforming legal business services through technology integration and operational model centralization.

* **Skills:** Business Process Improvement · Business Process Mapping · Business Systems Analysis · SQL · Microsoft Office · User Stories

**UBC October 2017 – March 2019:** Directed the integration of Workday, establishing a cohesive enterprise architecture framework that aligned HR, finance, and student operational applications with strategic objectives.

**ICBC:** **January 2014 – February 2019:** Claims Management Process Improvements involving developing recommendations for improving business operations and aligning with operational processes.

Payroll Functional Assessment, to Validate and verify the effectiveness of the existing payroll services and consider outsourcing options with a goal to maintain existing accuracy levels of99.8%.

# **Professional Development & Certifications**

* TOGAF 9.1 Enterprise Architect Certification
* ITIL V3 Foundation Certificate
* Continuous learning through courses in business analysis, design, leadership, and IT management from renowned institutions.

# **Professional Associations**

* + International Institute of Business Analysis
  + Business Architecture Guild

# **Skills & Proficiencies**

* Proficient in SQL, Microsoft Office, and various business analysis and project management methodologies.
* Proficient at Process Analysis & Engineering, Operational Training & Documentation, Business Strategy, Business Cost Benefit Analysis, Corporate Planning, Requirements Management, Enterprise Analysis & Business Architecture
* Experienced in using UML, BPMN, and CMMN modeling languages for documentation and design.
* Practical experience in Jira, Confluence, SharePoint and ServiceNow
* Deep Knowledge of Sparx and LeanIX and other modeling tools