**HIGHLIGHT OF QUALIFICATIONS**

* 3+ years of business analysis/project coordination experience in IT domain
* Master of Quality Systems Engineering from Concordia University
* Certificate in Six Sigma Green Belt from American Society for Quality
* Proficient in MS Visio, MS Project and Excel
* Ability to work independently with minimal supervision and in a team
* Excellent in project coordination, client relation, documentation and presentation
* Analytical thinking with excellent interpersonal skills
* Self-starter, detail oriented with technical trouble shooting skills
* Highly skilled in prioritization and work under tight schedule
* Strong verbal and written communication skills
* Highly adaptable and flexible with great teamwork abilities, while being capable of working independently

**PROFESSIONAL EXPERIENCE**

**Business Analyst** Jun 2019 - Present

CBRE Group, Inc.

* Perform as a liaison between developers and business to elicit business requirements
* Provide comprehensive business enhancement requirements documentation to developers
* Attend meetings with business and gather requirements using interview, focus group and workflow analysis
* Collaborate closely with stakeholders and client to determine improvement opportunities and propose innovative solutions
* Interact continuously with developers and product owners to manage and prioritize product backlog
* Communicate proposed enhancement by developers to stakeholders to ensure meeting business expectations
* Conduct a research and cost analysis to identify best in class approach to execute business process changes
* Develop new business process flow to meet stakeholders expectations
* Work collaboratively with technical experts to identify best feasible process improvement solution
* Create system requirements specification, test plan and test scenarios to validate application enhancement
* Conduct User Acceptance Testing to validate improvements result and ensure meeting stakeholders expectation
* Schedule, organize and participate in project meetings and record meeting minutes/action items
* Coordinate schedules and prepare comprehensive project status reports
* Develop and modify projects documentation in SharePoint online
* Interpret data in order to draw conclusions for managerial action and strategy
* Create project plan to evaluate progress of the project
* Validate migrated data and run a report using TreeSize App and Network Drive
* Manage user access controls and security permissions in SharePoint online

*Achievements*

* Migrated more than 300 Canadian SharePoint sites to cloud, leading to $500k cost saving
* Remotely Archived clients’ emails using Bomgar tool, resulting in protected and secured business data

Montreal College of Information Technology Feb 2018 - Oct 2018

* Analyzed and processed business information related to procedures, data and processes to clarify business requirements
* Developed test plans, scenarios and test cases based on business requirements allowing for comprehensive functional testing
* Executed test scripts using Selenium WebDriver and TestNG following OOP concept programming

**PROFESSIONAL EXPERIENCE (CONTINUED)**

**QA Analyst** Jan 2017 - Nov 2017

Saveh-Salafchegan Co.

* Worked closely with stakeholders to collect business requirements and ensure meeting business needs
* Analyzed business requirements and provide user stories and use cases to developers
* Proposed solution to developers to resolve and improve defected areas
* Prepared project schedules/task lists and timelines for internal team members
* Developed test plans, scenarios and executed test cases manually and by automation
* Participated in scrum planning meeting, developing and reviewing complete test documentation
* Prepared comprehensive detailed test documentation to ensure adherence to all functional requirements
* Performed extensive functional testing for web-based applications in different browsers
* Applied user acceptance testing to ensure delivery of defect-free application
* Investigate test results and report bugs to the development team with providing solutions to defects
* Reported any bugs and errors to developers to streamline resolving procedures
* Maintained agenda and follow up on significant actions and decisions from meetings

**Project Coordinator** Oct 2011 - Aug 2014

Estahban Cement Co.

* Conducted a customized work process flow chart based on project’s restrictions
* Prepared and interpreted flowcharts, schedules and step-by-step action plans
* Coordinated projects to ensure project goals are accomplished within time frame, scope and budget
* Analyzed project progress continuously to ensure delivering project phases on-time and within budget, assisting management with resolutions to any encountered financials anomalies
* Assisted project manager in coordinating portfolio of projects by analyzing and distributing projects progress reports for team and executives using MS Excel, Project, Visio
* Worked closely with management in developing project scope, plan, deliverables, budget and milestones

**EDUCATION**

**IT, Software Testing & QA Diploma** | Montreal College of Information Technology | CA Jan 2018 - Oct 2018

**SQL Database Development Certification** | Tehran Institute of Technology | IR 2017

**Certificate in Six Sigma Green Belt** | American Society for Quality | CA 2016

**Master of Engineering, Quality Systems Engineering** | Concordia University | CA Sep 2014 - Aug 2016

**Bachelor of Science, Information Technology Engineering** | Islamic Azad University | IR Feb 2007 - Jul 2011

**TECHNICAL SKILLS**

Excel | Jira | Visio | MS Project | MS Office | SharePoint | SQL | Maximizer CRM | Azure DevOps | Outlook

**CORE COMPETENCIES**

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| --- | --- | --- | --- | --- | --- |
| * Presentation Preparation and Delivery * Risk Assessment * Client and Stakeholder Relations | * Requirement and Project Analysis * Project Reports & Documentation * Scheduling and Time Management | * Team Collaboration * Project Management * Process Improvement | * Presentation Preparation & Delivery * Risk Assessment * Client & Stakeholder Relations | * Requirement & Project Analysis * Project Reports & Documentation * Scheduling & Time Management | * Team Collaboration * Project Management * Process Improvement |