ANUJ **KUMAR**

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Summary

Detail-oriented business analyst with several years of experience conducting analysis and research to come up with solutions to common business problems. Polished in formulating business improvement strategies and overseeing new technology and system implementation. Commercially-aware professional with in-depth knowledge of computing systems and project management techniques.

Skills

- Data Analysis
- Requirements Gathering
- Process Mapping
- SQL
- User Testing
- Agile Methodologies

- Communication
- Analytical Thinking
- Stakeholder Engagement
- Problem-Solving
- Time Management
- Teamwork

Experience

Business Analyst, PHSA, Information Technology   **09/2022 to Current**
MS Intune Migration
- Conduct analysis of business processes, identifying areas for improvement and providing insights to enhance operational efficiency and drive strategic decision-making.
- Collaborate with cross-functional teams to gather requirements, document business needs, and develop effective solutions that align with organizational goals.
- Prepare detailed reports and presentations to communicate findings and recommendations, facilitating informed decision-making and ensuring alignment between business objectives and project deliverables.

Business Analyst   **11/2021 to 09/2022**
University Canada West
- Analyze business operations and processes to identify areas for improvement, delivering actionable recommendations that enhance efficiency and support organizational objectives effectively.
- Work closely with stakeholders to elicit requirements, define project scopes, and translate business needs into technical specifications for development teams.
- Develop and maintain documentation, including process maps and reports, to ensure clarity in communication and facilitate alignment among cross-functional teams and management.

Desk-side Technician   **08/2020 to 09/2022**
Fraser Health, Interior Health, Northern Health, NTT Data
- Provide on-site technical support for hardware and software issues, ensuring timely resolution to minimize downtime and enhance user productivity across the organization.
- Install, configure, and troubleshoot computer systems, peripherals, and network devices, maintaining optimal performance and functionality in accordance with established standards and protocols.
- Assist users with technical inquiries, offering guidance and training on various software applications and hardware tools to promote effective technology usage and best practices.

Business Analyst   **08/2019 to 08/2020**
Active Network, SaaS Company
- Evaluate business processes and systems to identify opportunities for improvement, delivering actionable insights that support strategic planning and enhance operational effectiveness across departments.

- Collaborate with stakeholders to gather, analyze, and document business requirements, ensuring alignment between user needs and project deliverables for successful implementation.
- Develop comprehensive reports and presentations to communicate analysis findings and recommendations, facilitating informed decision-making and driving continuous improvement initiatives within the organization.

Education and Training

GPA

University Canada West   Vancouver, BC
- Was awarded the Dean Honor's roll for getting a GPA of 4.11/4.33
- GPA: 4.11/4.33

Certifications

- CCBA (Certification Of Capability in Business Analysis)
- CAPM (Certified associate in project management), PMI
- AZ 104: Azure Administrator, Microsoft
- CCNA 200-301 (Cisco Certified Network Associate), Cisco