CRISTELA JUAREZ
System Analyst

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💻 Github.com/cristelajuarez1

EDUCATION

Licenciatura en Administración de Empresas

2017-2018

Ingenieria en sistemas computacional

2020- 2023

Data Analytics

2025 - 2026

EXPERTISE

- Telecom Application Configuration
- Software Development Lifecyle (SDLC)
- Impact & Gap Analysis
- Functional Documentation
- Change Request Evaluation
- End-to-End Testing Support
- Business Process Understanding

LANGUAGE

- English
- Spanish

PROFILE

Bilingual System Analyst with over 5 years of experience in the telecommunications industry, leading the design, configuration, and optimization of enterprise systems that drive operational efficiency and enhance user experience. Skilled at transforming complex needs into functional solutions, managing full project lifecycles from analysis to successful implementation. Proven track record of collaborating with cross-functional teams in international environments, training new team members, and ensuring the quality delivery of business-critical applications, with a deep understanding of cross-system dependencies and functional documentation. Committed to building solutions that connect people, optimize processes, and deliver tangible value.

WORK EXPERIENCE

System Analyst – Telecommunications Sector (Multiple Clients)

Various Companies via Amdocs / External Projects
📍 Guadalajara, Mexico | 🗓️ Nov 2019 – Jul 2025

Key Contributions and Responsibilities:

📊 Requirements Gathering & Gap Analysis
- Collected and analyzed business needs for multiple telecom clients to identify functional gaps.
- Translated business requirements into technical configurations aligned with enterprise standards.

⚙️ Solution Configuration & Integration
- Recommended configurations that balanced software capabilities with minimal custom development.
- Configured enterprise systems such as OMS APM, EPC, and ERP solutions.
- Utilized CRM Admin for application setup based on client and project-specific requirements.

🔄 Project Lifecycle Involvement
Participated in project phases from development to post-production, including UAT support.
Maintained full traceability of changes across documentation, configurations, and testing.

📊 Estimation & Planning
- Supported effort estimation and risk analysis during project planning and solution design.
- Assisted in defining configuration scope for new or evolving telecom product offerings.

🖊️ Testing & Quality Assurance
- Designed and executed test cases for configuration validation and regression testing.
- Created detailed test plans and supported issue resolution in SIT and UAT environments.

📄 Technical Documentation
- Authored functional and configuration specifications, including SOPs and traceability matrices.
- Contributed to user and technical training documentation across multiple deployments.

🛠️ Tools & Systems

Category	Tools/Technologies
Configuration Tools	
Documentation & Tracking	JIRA, Confluence, MS Word/Excel, SharePoint
Testing & QA	
Manual Testing, Test Plans, UAT, Regression Testing	

Methodologies	Agile, Scrum, Waterfall, Change Request (CR) Process
Communication & Support	MS Teams, Outlook, Zoom, Internal Knowledge Portals
Technical Skills	Basic SQL for validation, XML/JSON understanding, Postman (APIs)
Version Control	Git (basic use for document versioning and config history)