

Dmitry Morozov

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Business Systems Analyst

Operational Optimization | Software Requirements | Business Process Improvement

Strategic thinker with a deep understanding of how business requirements, client needs, and operational functions align with solutions design and development. Skilled at analyzing current processes, past practices, and emerging technologies and methodologies to assist in the design of ground-breaking applications. Keen insight into problem identification and methods to forecast and resolve issues. Operations expertise supported by a background in monitoring quality and accuracy of on-air products and infrastructure troubleshooting in dynamic mainframe environments. Adept at communicating complex technical information across all levels of the organization.

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|----------------------------|------------------------------------|---------------------|
| ▪ Strategic Planning | ▪ Project Management Methodologies | ▪ Negotiation |
| ▪ Requirements Gathering | ▪ Problem Solving | ▪ Critical Thinking |
| ▪ Input Facilitation | ▪ Collaboration | ▪ Communication |
| ▪ Data Modeling & Analysis | ▪ Project Management | ▪ Adaptability |
| ▪ Use Case Development | ▪ Collaboration | ▪ Innovation |

CAREER ACCOMPLISHMENTS

- Decreased broadcast downtime by 12% by providing critical project requirements for the transformation of legacy broadcast management software which resulted in a more stable production environment.
- Optimized operations, increased client satisfaction and reduced complaints by documenting, analyzing, and aligning user requirements with business solutions resulting in the purchase of automated Help Desk management software.
- Increased reliability, performance, and quality of programming by gathering and analyzing data that contributed to the design and development of custom, state-of-the-art video editing stations.

PROFESSIONAL EXPERIENCE

ACCESSIBLE MEDIA INC., Toronto, Canada

2008 – 2018

A not-for-profit media company operating in both English and French that provides a voice for Canadians with disabilities, representing their interests, concerns and values.

Business Systems Specialist, 2013 – 2018

- Elicited, analyzed procedures, and defined business requirements for broadcasting software and other IT, TV and Audio, HR and Finance departs projects.
- Conducted formal interviews with business stakeholders to ensure solutions met and exceeded requirements.
- Increased performance and reliability by collaborating with business areas and operational teams.
- Diagnosed faults, conducted gap analyses, identified areas for improvement, and recommended solutions.
- Documented current processes and modeled current state and future state to be used in strategic planning.

Master Control Operator, 2008 – 2013

- Ensured quality broadcasts through in-depth, multi-staged quality control of digital media.
- Reviewed playlists to guarantee media availability for 24-hour broadcast timeframes.
- Assured reliability of programming by creating file metadata and segmented media according to requirements from Scheduling and Compliance.
- Managed Live events including monitoring quality and manually switching to regular programming as required.
- Analyzed on-air faults and errors and submitted Fault Reports to Ingest Department and .
- Recovered from a black-out failure with support from the Broadcast and IT Support Team.
- Contributed to the Business Project Team on ongoing projects involving Master Control operations.

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INDUSTRY PROFICIENCIES

Unified Modeling Language (UML), Rational Unified Process (RUP), Business Process Analysis / Mapping (BPM), MS Office 365 via SharePoint (Word, Excel, PowerPoint, Visio, OneNote, Planner, StaffHub, Tasks, Teams), Project 2016, VectorBox 4.09, iMediaTouch Production 4.2.1, Harris Air Client 3.16.6.0A, Harris Media Client 3.56.8.7, Leitch LogoMotion II, Velocity ESX v. 1.3.62, TeamViewer 11, Vantage 7.0, Oracle 10g, PL/SQL, DB2 V8, UNIX (openSUSE 10.2, Red Hat Linux 9), SysAid, some Jira and Confluence.

EDUCATION & CREDENTIALS

BA in Economics, National University, Kazakhstan

Business Analyst Program, McMaster University, Hamilton, Ontario

Professional Development

ITIL Foundation

ADC Operations Training, Harris Certified Training Course, Hamilton, Ontario

Enterprise Database Management, Sheridan College Institute of Technology, Oakville, Ontario