Dia Jubara

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Minneapolis, MN, USA

Solution | Enterprise Architect

Results-driven, hands-on IT professional with extensive experience in Solution Architecture and Enterprise Architecture, specializing in Healthcare (Clinical, Claims, Provider, and Members) and Financial (Retail Banking, Trust Operations, Treasury and Brokerage, Mortgage, Compliance, AML, and Fraud) sectors. Demonstrated expertise in delivering effective solutions to complex IT challenges and bringing alignment between IT and Business. Architectural skills that are complemented by thought leadership, effective collaboration skills, excellent documentation, and presentation capabilities. Proven track record in facilitative leadership, C-level presentations, and visualization, with a passion for continuous research and learning to deliver value to the Enterprise.

Skills

Architecture	Enterprise Architecture, Solution Architecture, Business Architecture, Business Process Engineering, Client/Server, SOA, N-Tier, Monolith Decomposition/Decommission,
Frameworks & Methodologies	TOGAF / Zachman, Architecture Review Board (ARB), Agile, Kanban, Scrum, IIBA, PMI Project Management.
Operating Systems, Diagramming Tools & Languages	Windows, MacOS, Visio, Draw.io, Archi, ArchiMate, Sparx EA, Rally, TIBCO Business Studio, BiZZDesign, UML, BPMN 2.0, Visual Studio Code (VS Code), HTML, CSS, SQL, Python.
Business Analysis	Process Analysis, Capability Modeling, Capability Mapping, IT/Business Strategy Alignment, Process Reengineering & Modeling of Current and Future States, Enterprise Analysis, Requirements Planning & Management, Requirements Elicitation, Analysis & Documentation, Requirements Communication, Solution Assessment & Validation.
Soft Skills	Thought Leader, Tactical/Strategic Thinker, Superb Collaborator, Excellent Documentation, Multilingual Communicator (English, Arabic & Spanish), Visualization Skills, Facilitative Leadership, C-Level Presentation.

Professional Experience

UnitedHealth Group | Eden Prairie, MN **January 2016 – April 2023**
Solution/Enterprise Architect – Full Time

Designed and implemented comprehensive technological solutions and strategies to align with the organization's business goals and optimize its overall IT infrastructure.

- Extensive experience with Clinical, Claims, Provider, and Member domains architecture in M&R, C&S, E&I Lines of Businesses (LOBs).
- Cross-Application Solution Architect for many E2E multi-million dollars Clinical, Provider, Claims, and Member projects.
- Led solution sessions to diagram current state architecture, transitional state architecture, and target state architecture.
- Assisted in architecting solution for IoT Gateway where we get consent from patients to access their vendors' bio devices and ingest data to present trends and metrics on the patients' devices. Data was then stored as an observation.
- Assessed multiple internal assets and vendor solutions while consulting on UX strategy to connect patients, providers, and technical support in a seamless user experience for virtual visits.
- Collaborated with the segment-level and enterprise-level architects to align Business and IT roadmaps and scope the solution.
- Negotiated, resolved, and prioritized complex issues and discrepancies in architecture and reached a consensus.
- Led / facilitated ideation / scrum calls using the Agile methodology to complete an initiative successfully.
- Collaborated with Business to identify value streams, business capabilities, process diagrams, and workflow diagrams.
- Collaborated with other capability owners to identify similar project objects to build reusable components.
- Maintained an overall platform capability roadmap for relevant components / capabilities.
- Collaborated with Business Owners and Technical Owners to determine the Preferred, Acceptable, Discouraged, and Unacceptable (PADU) status of an application.

- Collaborated with Business to identify Level 1 through Level 4 capabilities and align with IT applications.
- Calculated TCO and ROI to determine lifecycle and decommission of legacy applications.
- Managed the Segment Architecture Review Board (ARB) for the Clinical domain.
- Researched company documents and specifications, industry literature and use cases, industry trends and prevalent technologies to collaborate with the ideation team and later the scrum team to lead them through the creation of a solution to the opportunity.

US Bank | Minneapolis, MN **June 2015 – November 2015**
Project Consultant – Consultant

Provided expert guidance and support throughout the project lifecycle, including planning, executing, and monitoring project activities, to ensure successful delivery of initiatives aligned with the bank's objectives and client requirements.

- Created over 30 Business Requirements Definition documents for the Treasury department. The reports aimed at assessing the Credit Valuation Adjustment (CVA) and related Hedging Analytics. Example reports are Counterparty Summary, Trade Summary, New Counterparties, Amendments, Unwinds, New Trades, Market Data (Rate, CDS, CDX, Volatility etc.).
- Created Interface Requirement Documents for the interacting systems: Numerix, Calypso, Info Gix ER. The documents aimed at defining the data, timing, and mechanism by which data will be transmitted back and forth between the systems for them to do their calculations and/or reconciliation of data.

Wells Fargo | Minneapolis, MN **October 2014 – May 2015**
Business Process Consultant (BPC II) – Consultant

Analyzed and improved existing business processes, identified areas for enhancement and efficiency, and collaborated with stakeholders to develop and implement strategic solutions that optimize operational effectiveness and drive business growth.

- Acted as a Member of a team implementing a new state-of-the-art application to fulfill Trust Operations for the Wealth Brokerage & Retirement capabilities for Managed and Non-managed investment assets.
- Member of a team implementing a new Derivatives Processing System (DPS) application to process Derivatives that comply with OCC regulations. The DPS is web-based application that allows for trade entry and maintenance for collateralized and non-collateralized options.
- Used SQL and Access application extensively while testing to ensure that multiple databases in SEI Trust 3000 and its multiple tables and DPS databases adhere to hundreds of complex use case requirements.
- Ensured the application allowed for trade entry and maintenance when trades were created, and assets pledged for both opening and removed when closing a trade. Ensured the system tracked the status of a trade and ensured that escrowed options are fully collateralized and allowed for editing and substitution of collateral and the use of cash as collateral.
- Trained Derivatives Operations Staff on how to use the new Derivatives Processing System.
- Updated current state process maps for Closely Held Operations (CHOPS) and worked with SMEs to identify areas for process improvement to create the future state in preparation for the SEI Wealth Platform (SWP).
- Prepared and packaged all business process maps along with their SOPs and SEI interface documents. This required aligning all business capabilities of Specialized Assets and their corresponding business processes and tasks to their respective TIBCO process maps.

MoneyGram International | Minneapolis, MN **April 2014 – August 2014**
Solution Manager – Consultant

Acted as Solution Manager in an enterprise-wide Compliance Enhancement Program that aligns Compliance capabilities with MGI strategic business objectives.

- Negotiated technical and non-technical solutions that met business needs and conformed to the technical architecture.
- Analyzed business processes to identify business & solution requirement gaps, process inconsistencies and inefficiencies and opportunities for process improvement.
- Identified and recommended various alternative approaches and recommended solutions based on company’s strategic direction.

Express Scripts | Bloomington, MN **July 2013 – September 2013**
Business Solution Architect (BSA) – Consultant

Designed and implemented strategic business solutions, analyzing complex business requirements, and collaborating with stakeholders to ensure alignment between technology solutions and organizational goals, while driving innovation and efficiency in the healthcare industry.

- Deployed to Express Script International (ESI) to play a critical role in the alignment of the Claims Adjudication process & functionality in the largest merger in the history of healthcare between Express Scripts and Medco Health Solutions.
- Diagrammed current state of the Claims operation of both Medco and Express Script and participated in the creation of the future state diagram.
- Gathered and analyzed information and work with the business SMEs in order to facilitate solutions to complex technology integration projects.

Wells Fargo | Minneapolis, MN **August 2010 – July 2013**
AVP Business Process Consultant (BPC I) – Full Time

Along with a team of great Business Process Consultants that I helped create, ensured that all projects at Wells Fargo Home Mortgage undergo a business process mapping to identify the current state and solution for a future state leveraging existing processes and procedures to ensure efficiency and reduce waste and eliminate redundancy and technical debt.

- Developed the Process Control Team (PCT) charged with the creation and update of the current state process maps depicting the lifecycle of a mortgage loan in Collection, Home Preservation, Liquidation, and Foreclosure for multiple Lines of Businesses (LOB) across the Enterprise including Wells Fargo Home Mortgage, Wells Fargo Financial, Wells Fargo Home Equity, and Wells Fargo – Client 512.
- Reviewed all process maps created by the Process Control Team members prior to validation & approval by Operations and ensured that they met Business Process Modeling Notation (BPMN) standards, Business Process Engineering (BPE) standards, and accurately represented the business operation (current state) or future enhancements/requirements (future state), as well as adherence to Wells Fargo Standards.
- Reviewed the Standard Operating Procedure (SOP) of the business making the Change Request to ensure that the SOP accurately reflected the business operation at the desired level of detail as per the process maps.
- Used diagraming tools such as Sparx Enterprise Architect (EA) and TIBCO Business Studio extensively to create process maps and architecture diagrams.

Burgan Bank | Kuwait City, Kuwait **August 2008 – July 2010**
Business Analyst, Project Manager, and Solution Architect

The Client Relationship Establishment (CRE) and the Loan Process Redesign (LPR) initiatives reduced the number of systems involved in opening of Savings and/or Checking accounts or applying for a loan from 11 screens to 4, from 9 signatures to 1. Errors were practically eliminated through the implementation of a scalable Business Rules Matrix, a Product Eligibility Engine, and a Workflow-Based approval processes.

- Performed the entire Business Analysis and Design and Architecture activities of the entire new Client Relationship Establishment (CRE) and Account (Checking, Savings, and TD) opening processes for the Enterprise.
- Designed the Graphical User Interface (GUI) and practically eliminated human errors using an intelligent and interactive client data capturing method and an easy to navigate application.
- Performed the entire Business Analysis and Design activities and Solution Architecture for the entire new Loan Process Redesign (LPR) for the Enterprise.
- Created a very complex grid of over 150 business rules to allow the developer to accommodate for all conceivable loan eligibility parameters. Loans that took days and weeks to process took only minutes to decision using a very efficient workflow system.

Education & Certifications

Mini Master's in Software Design & Development (MSDD) Certification
University of St. Thomas

Bachelor of Arts (B.A.) in Business Administration & Management
Concordia College