# Oleg Burdeniuc



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# Summary

With more than 4 years of experience as a Business Systems Analyst, I've participated in diverse projects, including mobile app and web services development, feature enhancement, and system/platform integrations.

Here is a brief overview of my experience:

1. Analyzing customer business and technical requirements and issues, and proposing solutions.
2. Designing, building, testing, and implementing enhancements to meet functional requirements.
3. Providing production support and continuous system troubleshooting, maintenance, monitoring, and training.
4. Managing application-related tasks, projects, processes, and documentation to meet customer requirements.
5. Coordinating internal and external resources to accomplish identified application tasks.

## Technical Skills

Requirements Analysis | Software Documentation | Troubleshooting Issues | Log Analysis | Kibana | Testing | Postman | SQL | Agile | Systems Integration | API | ESB | Data Migration | Json | XML | UML | BPMN | Jira | Confluence |

[**SIBERIAN.PRO**](https://siberian.pro/en/)

**Business System Analyst**

## Experience

Remote

*Custom Development Projects* May 2022 – Jun 2023

* Collaborated with business stakeholders, facilitating requirement gathering sessions, and crafting comprehensive functional specifications for systems and applications using Jira and Confluence.
* Identified and analyzed business processes, modeled business processes and requirements using BPMN and UML, pinpointed bottlenecks, and proposed optimization solutions resulting in a 25% reduction in process cycle time and a 15% increase in overall productivity.
* Prepared more than 15 feature lists for new custom development projects, including analytical evaluation and architectural descriptions. As a result, the company secured 4 new custom development projects.
* As part of mentoring, provided a detailed description and documentation of the requirements gathering and analysis process, as well as the technical documentation writing process. This optimization led to an enhanced onboarding experience for new employees, resulting in a 30-40% reduction in onboarding time.
* Structured sprints, prioritized, and managed task backlog, resulting in the successful implementation of an MVP product 2 weeks ahead of the planned schedule.

[**SBERLEASING**](https://en.sberleasing.ru/)Remote

## System Analyst

*Systems Integration Project* Jan 2021 – Apr 2022

* Executed a project aimed at optimizing integration flows, leading to an enhancement in data exchange efficiency and a processing speed boost of up to 25%. Described over 20 integrations of varying complexity and architecture.
* Conducted testing for each new integration interaction using Postman and SQL to significantly reduce time to market and minimize developers' efforts.
* Restructured service-to-service communication from direct interactions to integration via ESB (Enterprise Service Bus). As a result, key non-functional requirements of the system, such as scalability, security, performance, and maintainability, were improved.
* Performed research and root cause analysis in logs using Kibana to determine the causes of issues and find approaches to resolve identified problems

[**YANDEX**](https://yandex.eu/)Remote

## Business System Analyst

*Technical Support System Project* Aug 2019 – Dec 2020

* Contributed to the development of a new platform for technical support services, resulting in a reduction of company expenses by $110,000 annually on the use of a third-party platform.
* Successfully migrated all data and the entire technical support structure to the new platform, ensuring smooth operations and achieving a 20% reduction in data migration time.
* Optimized ticket routing by utilizing system-integrated automation capabilities, resulting in an 18-30% improvement in average ticket processing speed.

## Education

**Dubna State University** Dubna, Russia

Bachelor’s degree, Systems Analysis and Management (2012-2016).