

Faraz Uddin

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Business Systems Analyst/Product Designer (UX/UI), CSM

Professional Summary

Solutions-driven Business Systems Analyst with experience working with cross-functional teams in the documentation, research, design, development, and testing of business systems driving the attainment of business goals. Combining an agile mindset to solve business systems problems. Seeking opportunities to transform company applications and processes into fresh, strategic cost-effective solutions leading to a more efficient operation.

Professional Certification

Certified Scrum Master (CSM) with Scrum Alliance

July 2020

Professional Experience

Wells Fargo

Business Systems Analyst/Product Designer

Charlotte, NC

July 2019 - Present

Wells Fargo is an American multinational financial services company headquartered in San Francisco, California, with central offices throughout the United States.

This role was at Well Fargo's eastern headquarters in Charlotte, NC.

- Worked on a mission-critical project that was one of the top 5 priorities in the entire Wells Fargo company that had high visibility from the board.
- The project was working on Collateral Content Management systems that managed Loans, Collateral, and Flood Determinations.
- Worked to understand legacy system functionality, processes, and drawbacks in an effort to design new and improved replacement systems, processes, or specific functionality.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment.
- Proposed solutions by translating the Business Requirement Document (BRD) requirements to Functional Specification Document (FSD) requirements in Application Lifecycle Management (ALM).

- Designed mockups using Balsamiq to give stakeholders a workable prototype for the final designs and solutions.
- Created User Personas, User Flows, Site Maps, and Mind Maps to better understand business systems and train new employees.
- Worked with stakeholders and cross-functional teams to transition groups from Waterfall to Agile.

Environment: Waterfall, Agile, ALM, Confluence, JIRA, Balsamiq, Java, MS Office, MS Visio, SQL

Bloomberg L.P.
Business Analyst/UX Designer

Arlington, VA
 Feb 2015 - July 2019

Bloomberg L.P. is a privately held financial, software, data, and media company headquartered in Midtown Manhattan, New York City. This role was at a subsidiary of BLP, Bloomberg BNA, in Arlington, VA.

- Played a critical role in moving from a legacy business system to SAP. The SAP project required defining user stories, addressing gaps in workflows and systems, refining and updating business policies, and then building, testing, and delivering a world-class business system.
- Designed wireframes, user flows and tested internal business system applications with end-users. Researched user pain points and provided feedback to developers.
- Improved existing business workflows to automate manual processes using advanced MS Excel techniques and SQL queries.
- Worked extensively with internal business systems and Salesforce systems for reports and analysis.
- Successfully implemented a project that utilized complex SQL queries and advanced Excel techniques, that saved the company over 500 work hours in under the allotted time frame.

Environment: Waterfall, Agile, Salesforce, Confluence, JIRA, Java, MS Office, MS Visio, SQL, MS Access

APWU
Business Analyst

Washington D.C.
 May 2014 - Jan 2015

The American Postal Workers Union is a labor union in the United States. It represents over 200,000 employees and retirees of the United States.

- Transitioned the company from a legacy system to a new scheduling system.
- Gathered requirements, designed, tested, and trained end-users.
- Worked with MS Excel and SQL queries as needed for reports.

Right Start Consulting

Business Analyst

Vienna, VA

Sep 2013 - Feb 2014

Right Start Consulting is a small consulting group in Northern Virginia.

This was a role that had elements of an operations business analyst and technical business analyst.

- Gathered requirements, designed process flows, and conducted testing.
- Developed websites in WordPress.
- Worked with MS Excel and SQL queries as needed for reports.

Education

George Mason University

B.S. Information Systems & Operations Management

Fairfax, VA

2008 - 2012