

# Farheen Khan . Jarvis Consulting

I'm an IT professional with Masters in Computer Science and around two years of experience as Business System Analyst in Imobisoft, England, where my role involved assisting towards product enhancement through collaborative efforts. I facilitated effective communication with stakeholders, ensuring their needs were met in planning, testing, and delivery phases. I collaborated closely with development and testing teams, clarifying requirements and ensuring rigorous testing for project functionality. Now, with all my experience and capabilities I am keen to transition seamlessly into roles that capitalize on my analytical and technical acumen for organizational success. My background encompasses Waterfall, Agile, and Scrum methodologies, supported by proficiency in Python, SQL, Excel, Power BI, and various project management tools. Recognized for strong organizational, communication, and collaboration skills, I am well-prepared to contribute to achieving project success and process excellence, and to bridge the gap between business requirements and technical solutions.

## Skills

**Business Skills:** Project Management (Agile/Scrum, Jira, Confluence, Notion), Team Collaboration (Zoom, Slack, Microsoft Teams), Requirement Analysis, Communication Skills, Time Management, Problem Solving

**Technical Skills:** Data Analysis and Visualization (Python, SQL, Excel, Power BI), Database Management (PostgreSQL), Version Control (Git, GitHub), Business Process Modeling (Draw.io, Visio), Integrated Development Environments (IntelliJ IDEA), Microsoft Office Suite, Software Testing (UAT), Programming and Markup languages (C, C++, C#, Python, Html, CSS, Markdown, YAML)

## Jarvis Projects

Project source code: [https://github.com/jarviscanada/jarvis\\_data\\_eng\\_FarheenKhan](https://github.com/jarviscanada/jarvis_data_eng_FarheenKhan)

**Linux Cluster Resource Monitoring App [GitHub]:** In my role as a Business Systems Analyst, I initiated the Linux Cluster Monitoring App project by orchestrating the deployment of CentOS-based virtual machines on the Google Cloud Platform. During the project's inception, I actively engaged in elicitation sessions with stakeholders, ensuring a comprehensive understanding of their needs. This facilitated the creation of the Business Requirements Document (BRD), guiding subsequent stages of the project. Utilizing Docker, I efficiently managed and deployed a PostgreSQL database, optimizing resource utilization as per the requirements outlined in the System Requirements Document (SRD). In response to stakeholder input and thorough requirement analysis, I designed and implemented a relational database capable of storing detailed hardware specifications and real-time usage metrics. Automation was a key focus, streamlining the data collection process from each Linux node to meet project requirements. Rigorous testing of both the application and associated scripts, aligned with specified requirements, was conducted to ensure robust functionality. Additionally, I enhanced team communication and comprehension by creating a detailed cluster architecture diagram using draw.io. Throughout the project, the BRD and SRD played a crucial role in guiding decisions and ensuring alignment with stakeholder expectations.

## Highlighted Projects

**1) Department of Health and Social Care (Food Bank Service Portal)-Birmingham City Council:** The Department of Health & Social Care-Birmingham City Council Application project aimed to address the pressing need for assistance among individuals of a particular financial segment. By leveraging technology, the project sought to streamline the process of aid distribution while ensuring accountability and efficiency. The app utilized a unique Social Service Card to identify individuals in need, ensuring that resources were allocated to the right beneficiaries and minimizing the risk of misuse. The app kept a record of people getting food, along with timestamp and a wait period was assigned to that person, before they can access another service. This was done to make sure that everyone gets a fair share and resources are utilized in an efficient manner. All the food banks across the city are connected, so that information is stored in real time. This would make sure that people get help whenever needed, without misusing the resources.

**Responsibilities Undertaken:** As a Business Analyst, I played a key role in various aspects. I gathered requirements by working with stakeholders and end-users, ensuring a clear understanding for efficient aid distribution. I documented business requirements and user stories, guided user training sessions, and provided support to the testing team. Collaborated with stakeholders and updated them on progress and gathered feedback from end-users. I also contributed to data analysis, ensuring resource efficiency and analyzing trends in aid distribution. I participated in quality assurance activities and Identify areas for improvement and provide feedback to enhance the application's functionality. Work closely with the development team to clarify requirements and address any issues that may arise during the implementation phase. I

continuously sought feedback from end-users and stakeholders to continuously improve the application. And also ensured that the application complies with relevant policies and regulations governing aid distribution.

**2) Customer care call center portal:** The goal of the project was to improve the customer experience, through call center service. The service acted as a pivotal medium, in order to support the customers, where they can reach to the representatives, who in turn can access their details using the customer phone number. The call center representatives will have the capability to view the status of customers, distinguishing between active and terminated accounts, as well as details about the services currently utilized by each customer. All customer-related information will be stored in a comprehensive database. This database will be utilized whenever a customer calls for support, allowing representatives to access all the relevant information associated with that particular customer. Additionally, the phone calls between customers and representatives will be recorded by the system. This will be done for quality assurance and training purposes. All these interactions will be stored in a dedicated database, in compliance with privacy regulations.

**Responsibilities Undertaken:** As a Business Analyst on the Customer Call Centre Portal project, I played a key role in gathering and documenting business requirements. Through collaborative sessions with stakeholders, I ensured a comprehensive understanding of user needs, which I translated into detailed use cases outlining various portal interactions. I also focused on understanding and documenting data needs for the call center portal. I'd work with stakeholders to figure out what information is required, create diagrams to show how data flows, and assist in designing the database. I'd also make sure the data meets quality standards, collaborate with IT teams, and ensure compliance with privacy rules. In essence, I played a part in making sure the data side of the call center portal works smoothly and supports the project goals. In the quality assurance phase, Collaborate with the testing team to develop comprehensive test cases covering various scenarios to ensure the call center portal functions as intended. Assist in facilitating user acceptance testing, working with end-users to validate that the system meets their requirements and expectations. Thorough documentation of processes and user interactions was a constant focus, providing valuable references for developers and testers. Additionally, I assisted in developing training materials, ensuring that call center representatives were well-prepared to utilize the portal effectively.

## Professional Experiences

**Business System Analyst, Jarvis (2024-present):** In a collaborative professional capacity, I worked closely with stakeholders to extract and refine detailed business requirements. My responsibilities encompassed the creation and meticulous maintenance of comprehensive documentation. Additionally, I worked on internal training projects, where I assisted in the planning and development of the projects. I contributed by gathering and analyzing business requirements, collaborating with the team to design the system solutions, and supporting the implementation process. Moreover, I played a part in ensuring that the application met specific business needs and objectives.

**Business System Analyst, Imobisoft (2020-2022):** In my multifaceted role, I collaborated with internal users for product maintenance and improvement. I worked closely with customers and stakeholders, translating business requirements into user stories. Proficient in research, writing, and editing, I simplify complex data processing systems to enhance audience understanding. I excel in completing project tasks within timelines, ensuring high-quality outcomes. Effective communication is a key strength, allowing me to articulate project expectations to various stakeholders. Throughout projects, I actively engage in planning, testing, delivery, and supervision, offering recommendations and installations. I contribute to software quality assurance standards and provide communication support during project deployment. With expertise in data analysis, business system analysis, and design, I convert requirements into detailed specifications. Proficient in Microsoft Excel and Access, I handle large datasets and utilize tools like Microsoft Power BI. My documentation skills include creating Use Case specifications, Business flow diagrams, and sequence diagrams using MS Visio.

**IT Analyst, King Khalid University, Saudi Arabia (2019-2020):** Proficiently handling administrative responsibilities, I excel in tasks such as creating impactful PowerPoint presentations, conducting data entry analysis, and crafting data stories with keen attention to detail. My role involves documenting technical requirements, optimizing content management, and actively supporting student recruitment processes. I specialize in gathering and analyzing student data, producing insightful reports, and designing visual aids using MS Excel. Additionally, I contribute to the creation of the Annual Performance Analysis report, gather user feedback, and maintain a comprehensive student database. Adept at providing technical training, I contribute to enhancing team capabilities.

**Software Developer, SSM Dept. of Computer Science (2014-2015):** Collaborating closely with the development manager, I contribute to all aspects of software design and coding, attending development meetings and continuously improving coding skills. Committed to best practices, I write and maintain code, address minor bug fixes, and monitor internal system performance. Responsive to development team requests, I gather consumer feedback to enhance program functionality. With autonomy, I write technical documents and reports and lead development tests and User Acceptance Testing (UAT).

## Education

**University of Kashmir (2011-2014)**, Masters of Computer Science, Department of Computer Science - Earned a \$3000 scholarship for excellence in entrance examination for masters program - Served as the President of the Computer Science Student Association, fostering a collaborative environment among peers

**University of Kashmir (2008-2011)**, Bachelors of Computer Science, Department of Computer science

## Miscellaneous

- ECBA Certified
- Microsoft Power BI Desktop for Business Intelligence(2023)
- Secured 3rd rank in National level Creative writing Competition
- Award of SAR 6,000 for excellence in APR (Annual performance report) Ministry of Education, Kingdom of Saudi Arabia (2019)
- Freelance Technical Writer
- Volunteer ICNA Relief Canada
- Events organizer Kashmiri Overseas Association of Canada