Karen Cardoz

Toronto, ON
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Dynamic IT Professional with expertise in Project Leadership, Business Analysis, and Agile Methodologies. Achieved 70% client satisfaction through expert Quality Focused Analysis and efficient solution delivery. Streamlined processes, testing frameworks, and visual tools for optimal efficiency. Demonstrated prowess in utilising various tools to deliver solutions. Committed to empowering users and mentoring teams for outstanding growth.

Willing to relocate: Anywhere

Work Experience

Software Developer

Rangle.io - Toronto, ON
October 2021 to Present

Client-Centric Consulting: Achieved 70% increase in client comrade
solutions for clients like BMO, Wabtec, Movebuddy, and JetBlue.
✧ Process Optimization: Enhanced efficiency by 30% and reduced testing time by 50% through active participation in agile processes.
✎ Cutting-Edge Testing: Implemented TestCafe, Cypress, and TestNG, increasing test coverage execution by 60%.
☺ Visual Consistency Advocate: Integrated Chromatic and Applitools, reducing design-related defects by 50% and ensuring visual consistency Components within Design Systems.
◻ Learning Champion: Actively engaged with Javascript and React Framework, developing composable components across projects

Project Leader/ Business Analyst (Platform Enhancement)

Hubio Technology - Toronto, ON
May 2018 to October 2021

✎ Customer-Centric Agile Contributor: Focused on seamless communication, driving 70% customer satisfaction as a key Agile team member.
▦ Agile Sprint Champion: Orchestrated sprint planning, reviews, and retrospectives, boosting team productivity by 70%.
🔍 Requirement Elicitation Pro: Delivered tailored solutions and reduced project rework by 70% through precise JIRA User Stories and Acceptance Criteria.
☺ Prototypes & Wireframes Guru: Pioneered impactful prototypes, accelerating project development through enhanced clarity in requirements.
✎ On-Time Project Delivery: Thrived in cross-functional collaboration, ensuring projects were completed within timelines and budget.
◻ Resource Allocation Expert: Approved weekly project timesheets and improved project management efficiency by 80%.

Consultant Business Analyst
Acidaes Solutions - Mumbai, Maharashtra
November 2015 to August 2017

✧ Solution Alignment: Resolved 80% of customer challenges and ensured utmost customer satisfaction by aligning CRM products as optimal solutions.
☐ Sales Demo Excellence: Elevated successful product pitches by 50% through compelling CRM demos to Sales Teams.
▨ Project Documentation Mastery: Authored comprehensive Statement of Work documentation, ensuring streamlined project execution.
◌ Resource Optimization: Optimized resource allocation and budget management for on-time and on-budget deliveries.
↯ Change Management Success: Focused on project adaptability to evolving requirements and fostering 60% client satisfaction.
✎ CRMNEXT Configuration Expertise: Streamlined CRMNEXT configuration, delivering projects within 2 months and reducing onboarding time by 70%.

Python Developer
Just Buy Live Enterprises - Mumbai, Maharashtra
August 2015 to November 2015

Coordinated Stakeholders: Achieved a significant 60% increase in project clarity through seamless communication and understanding complex requirements.
✎ Spearheaded Feature Enhancement: Improved user experience and customer satisfaction by 50% through collaboration with logistics, business, and technical teams.
✔ Translated CRM Requirements: Successfully elicited and translated requirements for seamless CRM integration, reducing data-related errors by 60%.
▨ Pioneered API Documentation: Developed API documentation using Django Rest Framework (DRF), streamlining user-friendly integration for third-party users.

Application Support Developer
Pest Control India Pvt. Ltd - Mumbai
September 2014 to July 2015

Efficient ERP Troubleshooter: Achieved an impressive 70% faster resolution rate for OpenERP issues across branches.
☐ Seamless Vendor Collaboration: Accelerated testing by 40% through seamless coordination with vendors and comprehensive documentation.
◌ Power BI Expertise: Demonstrated proficiency in generating Microsoft Power BI reports, facilitating data-driven insights and decision-making.
↯ Uninterrupted System Uptime: Ensured flawless 100% system reliability through close collaboration with vendors.
▤ Engaging Feature Communication: Resulted in a remarkable 70% increase in user engagement through skillful communication of ERP and OpenERP features.
☛ Empowering User Mentor: Elevated ERP proficiency by an outstanding 80% by mentoring users across multiple offices.I

Education

College certificate in Project Management
George Brown College - Toronto, ON
August 2018 to 2019

College certificate in Information Systems Business
George Brown College - Toronto, ON
August 2017 to 2018

Bachelor's in Computer Engineering
The University of Mumbai - Mumbai, IN
May 2010 to 2014

Skills

- Scrum (9 years)
- Jira (2 years)
- Web Services (2 years)
- Business analysis (3 years)
- Agile (7 years)
- JavaScript (2 years)
- Test automation (3 years)
- Git (2 years)
- REST (2 years)
- APIs (2 years)

Links

https://www.linkedin.com/in/karencardoz

Certifications and Licenses

Certified Scrum Master
Present

Certified Scrum Master

ECBA
Present

IIBA - Entry Certified Business Analyst