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| **PROFESSIONAL SYNOPSIS** |  |
| * Senior Consultant with 3 years of business analyst experience, and 4 years of data analytics, automation, and project management experiences, within the Retail and Banking space * Solutions-oriented professional business consultant who excels at managing projects, collaborating cross-functionally with project teams, interfacing with clients, and deploying technology to build successful solutions. * Expertise in managing various facets of the project life cycle, collaborating with project teams, Business Analysis, interfacing with clients, and deploying systems/technology to build successful solutions for clients * Extensive experience in automation and leveraging data analytics tools to enhance business processes, divisional reporting, KPI(s) for executive level management using Alteryx & Tableau * Worked closely with the project teams to lead them during design, development, implementation and testing of new systems using Waterfall methodology * Worked on Software tools like Share Point and TFS (Azure DevOps) for documentation management and Team collaboration * Updating the roadmap with latest asks of the business, re-prioritizing appropriately in line with the technical recommendations of IT. * Experience with system integration releases & user data migration to drive requirements, engage teams and create project timeline accountability across board * Managed all pertinent projects in relation to a business transformation project at Home Depot including changes to divisional reporting structures, KPI metrics, and project scope |  |
| pROFESSIONAL EXPERIENCE | |
| **Sr. Business Consultant, CIBC** (Toronto, Canada) | May’21-Present |
| * Business consultant of Operational Risk System (ORS); managing application upgrades, facilitating cross-functional system integration & enhancing processing mapping documentations * Liaison between IT and Business to drive conversations on enhancing current business processes * Led over 20 project plans, including project scope, development/delivery schedule, resource requirements, and integration efforts ensuring successful product implementation * Managed over 15 successful project releases and supervised multiple simultaneous application upgrades; ensuring successful completion and documentation through life cycle of projects in SIT-UAT-PROD environments * Leveraging TFS (Azure DevOps) user story tickets for project releases, managing over 50 access requests across portfolios & maintaining issues/intakes to ensure timely action by priority * Conducted quarterly governance security reviews across multiple teams to ensure compliance with regulatory requirements and maintaining documentation   **Project – Decommission and migration of legacy reports to Tableau:**   * Led the project to decommission all Cognos-generated reports in ORS application, move to Tableau to enhance reporting and reduce 3rd-party services * Performed SIT integration testing and mapped out release requirements for executive sign-off * Driving Requirements: Collaborated with various stakeholders across various teams like Application Development, Governance, active application users, and Business Application Management * Conducted analysis to gauge project scope on number of users affected, outbound/inbound feeds from data warehouses and establishing requirements * Defined and analyzed requirements using Aginity Pro and SAS Enterprise Guide to query data and build table views as per the framework of the existing reports * Engaged with IT team to build processes as per business stakeholder expectations and IT business process frameworks * Presented new application tool for business teams to facilitate user engagement and create feedback loops   **Project – ORS Azure Migration:**   * Project goal is to successfully migrate ORS application (website) to Azure to enable chrome browser extension and enterprise compliancy * Conducted walk-through sessions with various stakeholders including Active website users, App Dev, Business App Management teams to clarify project scope and their required input for the release * Created project timelines, and manage creative, development milestones and deliverables * Defined project scope and detailed testing requirements (UAT, SIT) to ensure all stakeholders processes are included and performing regression test * Quality Assurance: Created Test Scenarios and lead the testing effort after each release using Team Foundation Server (TFS) * Presented and prepared all release documentation, testing artifacts and defects to senior-level management for production approval sign-offs |  |
| **IT Business Analyst, CIBC** (Toronto, Canada) | Mar’19 – May’21 |
| * Designed and implemented new policies that increased application user engagement, resulting in reducing reporting delivery time by 75% (From 2 months to 10 days) * Reduced process times through revamping of existing program; introduced streamlined processes using Tableau & SQL analytics by collaborating with business stakeholders and IT teams * Performed user acceptance testing & regression testing to facilitate different application upgrades and system integration releases * Conducted walk-through sessions with various stakeholders including Risk Management, Capital Market and Governance teams to create awareness on the use of these Analytics applications (Tableau, SAS Management Console & Enterprise Guide).   **Project - Initiation of IDAC Mentor-Mentee Program:**   * Project initiated to increase engagement between mentors and mentees across the enterprise * Created and conducted surveys to gauge user interest and receive idea(s) fit for implementation * Presented data analytics for executive level management on survey results; regarding matching mentors to mentees (& vice versa) and prioritizing ideas listed on most actionable to least actionable * Coordinated weekly team meetings and communicated project tasks/requirements * Matched over 100 mentors and mentees together across the enterprise leading to facilitating internal talent development and career goal conversations |  |
| **Business Analyst, Home Depot Canada** (Toronto, Canada) | Sep ‘17–Feb ’19 |
| * SME in, $240m. portfolio, inventory forecasting to optimize seasonal & annual planning; through maintaining relationships with Merchants, Finance, and Fulfillment teams * Documented the functional, technical, & compliance requirements to implement integration of two product portfolios, $300m size, to facilitate organizational consolidation * Performed Gap analysis between the existing systems and the proposed systems to decrease reporting time and human process intervention * Engagement with various business stakeholders and subject matter experts across multiple teams like Analytics & Finance to develop model of short-term inventory forecasting * Presented divisional sales & inventory planning to executive-level management on a quarterly basis * In charge of divisional reporting automation that led to automation of over 12 management reporting processes by leveraging Alteryx; saving over 5 hrs of weekly reporting time & a 2-fold increase in data accuracy   Project - Automation of Divisional and Executive Reporting:   * Project goal was to decrease report time (2hrs daily) through automation of various reports and to decrease dependency on human intervention (increase accuracy) * Presented and defined project requirements, scope, stakeholders involved, schedules and potential time savings to executive-level management * Leveraged Alteryx and Tableau to connect to different databases, build workflows & views, visualize data and create reporting schedules in order to minimize human intervention. * Completely de-commissioned all “excel”-based reporting to Tableau. Increasing accuracy and completeness of data, while decreasing reporting time to less than 10 mins per report. * Quality Assurance: Led testing effort consistently for 1 quarter in parallel to existing production systems, in order to ensure impeccable accuracy and scenario-testing |  |
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| **Business Consultant, UNITI by BV** (Toronto, Canada) | May'18– ‘19 |
| * Served as key member of Sr. Management Team focused on launching a designer brand in Toronto * Executive point of contact for the managemet of supply chain, ERP system integration, & inventory management * Head of Operations responsible for estate acquisition, retail branch set up and talent/staff acquisition |  |
| extracurricular experience | |
| **Entrepreneur & Business Analyst, University of Toronto** (Toronto, Canada) | May–Dec ‘15 |
| * Co-founded a Startup; reducing elevator wait-time by 65% & energy consumption by 15% * A live algorithm recording surface area & weight to control the optimal population inside the elevator * Presented and prepared monthly decks of progress reports to stakeholders |  |
| skills | |
| **Languages:** Fluent in both written and spoken Farsi, basic French |  |
| **Computer:** MS Office, Visual Studio, SharePoint, MS TFS, Alteryx, Tableau, SQL, Python, SAS EG/MC, Aginity-Pro, Informatica Analyst, Azure DevOps, MS Project, Jira |  |
| Education – Rotman School of Management, University of Toronto |  |
| **Bachelor of Commerce, Finance and Economics** |  |
| * CGPA: 3.41/4.0 (Graduated with Distinction) * Canadian Securities Course Certificate (CSC) * IBM Data Science Professional Designation | |  |
| **INTERESTS** |  |
| * Fashion design for menswear; Including creative direction of collections * Illustrations and painting; candidate for American Illustrations Award (2020) |  |