

# MOKHAMED AL KASSM

## BUSINESS ANALYST

Dynamic IT Business Analyst and Project Management Specialist with over 4 years of experience in business analysis, IT service management, and project execution. Expertise in defining user requirements, deploying IT solutions, and ensuring seamless global project management under Agile and PMP frameworks. Proficient in leading cross-functional teams, technical documentation, and stakeholder engagement.

### SKILLS

Business Analysis & Change Management

Agile and PMP Project Management

Large Scale Global Management System Implementation

Full Stack Software Development using C# and Design Patterns

Stakeholder Engagement & Requirements Gathering

Data Visualization and Reporting (Power BI, Excel VBA)

ITIL 4 Framework Application

Technical Documentation and UAT Management

UI/UX Design and Human-Computer Interaction

Network Infrastructure and Security

Cloud Security Implementation

### WORK EXPERIENCE

#### Application Developer | Immigration Canada, Digital Strategy Services and Innovation

March 2025 – Present

- Develop and maintain critical applications within IRCC's digital infrastructure, focusing on system integration and performance optimization.
- Collaborate with cross-functional teams to implement and enhance application functionality for immigration services.
- Utilize agile methodologies to deliver iterative application improvements and respond to changing stakeholder requirements.
- Implemented Salesforce solutions to streamline case management and client engagement processes.
- Customized Salesforce workflows and automation to reduce manual processing time by 30%.
- Developed comprehensive Salesforce reports and dashboards to enhance departmental visibility and decision-making.

#### IT Business Analyst | Immigration Canada, Digital Strategy Services and Innovation

June 2023 – March 2025

- Managed critical IT changes and deployments for high-impact projects such as addition of PEARSON and the automation of Fees on IRCC and CBSA systems, ensuring timely delivery and resolution of challenges.
- Led requirements gathering and analysis, ensuring alignment with client needs and organizational objectives.
- Directed teams of IT Business Analysts, overseeing project execution using Azure DevOps.
- Designed and maintained advanced dashboards to support executive decision-making.
- DPM3 Pilot Project: Spearheaded user story documentation and requirements gathering in an Agile environment.

#### Information Systems Specialist | Department of National Defence, Information Communication Technology (Part-Time)

March 2025 – Present

- Implemented and maintained secure network infrastructure and information systems for DND operations.
- Conducted security assessments and vulnerability testing to ensure compliance with government information security protocols.
- Collaborated with IT teams to optimize network performance and information system integrity.
- Provided technical support for critical information systems and network architecture.

#### Project Analyst | Immigration Canada, Enterprise Project Management Office

July 2020 – July 2021

- Reported on over 50 IRCC projects to the Treasury Board of Canada Secretariat, enhancing project transparency and performance.
- Supported the deployment and enhancement of internal IT project management systems.
- Developed and presented visual reports using Power BI to inform executive strategy.

#### Research Analyst | Immigration Canada, Refugee Affairs

Sep 2019 – Sep 2022

- Designed over 10 executive infographics and interactive dashboards to highlight critical trends.
- Automated processes using RPA tools to streamline data handling and reporting.
- Conducted organization-wide surveys and developed insightful visual summaries.

#### Virtual Reality Developer | Creative Interactions Lab, Carleton University

Sep 2019 – Sep 2022

- Developed full-stack VR applications integrating advanced interaction techniques.
- Published research projects focusing on user interaction within immersive environments.

### EDUCATION

- Master of Computer Science (Human-Computer Interaction), Carleton University, 2022
- Bachelor of Computer Science, AI stream, Carleton University, 2018

### CERTIFICATIONS

- ITIL 4 Foundations Certification (Axelos)
- Microsoft Certified: Power BI Data Analyst Associate
- Introduction to Managing Projects (Algonquin College)
- CBAP - In Progress