

NOOR A.
MUGJABA

BUSINESS ANALYST &
PROJECT MANAGEMENT

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WORK EXPERIENCE

Mar 2023 – Present

Ontario Public Service

Web Modernization Specialist

- Managed daily domain registration requests and renewals, ensuring compliance with OPS Domain Name Guidelines and AODA regulations.
- Led the transformation of the OPS Websites Database using Agile methodologies, improving efficiency and data accuracy.
- Conducted user research and usability testing to enhance user experience across digital platforms.
- Documented and improved processes in collaboration with cross-functional teams to optimize workflow.

Sep 2022 – Mar 2023

Ontario Power Generation

Site Support/Radiation Safety

- Provided IT support to the Health Physics team, troubleshooting and resolving technical issues.
- Developed PowerApps to automate form processing, reducing manual work and improving efficiency.
- Created Power BI dashboards for dosimetry reports, enabling data-driven decision-making.
- Debugged and optimized SQL queries in MS Access to improve database performance.

Apr 2022 – Aug 2022

Johnson & Johnson |

Business and IT Analyst

- Acted as a liaison between business and IT teams to align technology solutions with business needs.
- Developed applications using Power Apps to streamline business operations and improve efficiency.
- Automated processes with Power Automate, reducing manual efforts and improving workflow by 35%.
- Led project teams to successfully meet objectives within scope, schedule, and budget.

EDUCATION

2020 - 2023

ONTARIO TECH UNIVERSITY

- Bachelors (Honors) Networking & IT Security

2025

PROJECT MANAGEMENT INSTITUTE

- Project Management Professional (PMP)

2022

COURSERA

- Google Professional Data Analytics

SKILLS

- Project Management
- Data Analytics
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

SPECIALITIES

- Power Dynamics Tools
- HTML/CSS/JS
- Monday.com, Asana, Kanban, Jira

LANGUAGES

- English
- Urdu
- Hindi