

## OBJECTIVE: BUSINESS ANALYST

### SUMMARY

Business analyst with over 10 years' experience is seeking opportunities to bring to life 24/7 working decisions, transform issues into features and foresee clients needs.

### CERTIFICATIONS

IIBA-CCBA

### SKILLS

- Application & Production System Support
- Business Systems Analysis
- Process Improvement
- Testing, Implementation & Deployment
- Requirements Gathering & Analysis
- Project Management
- Data Mining & Analytics
- Data visualization & Presentations

### TECHNICAL PROFICIENCIES

- Operating systems: Windows, MacOS
- Visualization tools: MS PowerPoint, MS Excel, MS Visio, Draw.io
- Programming languages: SQL
- Notations: BPMN, UML
- Syntax pre-processors: IntelliJ IDEA

### PROFESSIONAL WORK EXPERIENCE

#### SENIOR BUSINESS SYSTEMS ANALYST

*Petrosoft LLC, Greater Pittsburgh Area, PA, USA*

*february 2019 – current*

- Elicited requirements, participated in corpus gathering, analyzed customer feedback statistics for Artificial Intelligent Assistant.
- Researched the market, elicited requirements and participated in UAT for self-checkout POS for convenience store.
- Elicited requirements, provided documentation package and participated in certification process for Petrosoft Loyalty Host to Verifone Point of Sale.
- Elicited requirements, provided documentation package and participated in certification process for Petrosoft Loyalty Host certification to Gilbarco Passport Point of Sale.
- Confer with clients to identify and document requirements for 3 integration solutions to Shell Canada and Shell USA, which led to solution implementation and met Customers business need.
- Isolate gaps, elicit requirements, present solutions and manage requirements life cycle for more than 30 End-to-End features in Petrosoft products ecosystem, which improved user experience as well as met Customers business needs.

#### BUSINESS ANALYST

*Propellers Studio, Nikosia, Cyprus*

*September 2018 – February 2019*

- Documented existing business processes.
- Described requirements on existing business flows for in-house product development framework.
- Provided expertise for new technologies for in-house product development framework.
- Managed existing product development framework.

- Created manuals and mentored end users.
- Elicited requirements and delivered MVP for in-house product development framework.

## **BUSINESS SYSTEMS ANALYST**

**ATAN, Feodosia, Ukraine**

*September 2008 – February 2018*

- Provided advices on information systems strategy, management and service delivery for gas stations with convenience stores.
- Participated in presenting proposals to management on loyalty solution.
- Integrated, tested and implemented prepaid scratch cards processing system and loyalty information system business solution.
- Partnered with technical resources, vendors, and management to support and enhance implemented business solutions.
- Created manuals, presentations and organized trainings on revised business processes for end users.
- Designed, implemented and maintained the report system for gas stations which saved 5 hrs/week for every gas station Manager.

## **INFORMATION SYSTEMS ANALYST**

**Philip Morris Sales & Marketing (PMI), Samara, Russia**

*March 2004 – September 2007*

- Consulted sales and marketing customers by leveraging available software solutions.
- Created and reviewed systems documentation and manuals for end users, trained new salesforce employees.
- Designed new and reviewed existing reports, made presentations for sales and marketing customers.

## **SYSTEMS ADMINISTRATOR**

**Wrigley, Samara, Russia**

*September 2001 - March 2004*

- Supported server hardware and software and user applications.
- Maintained network and server backups.
- Managed end user access to network resources.
- Responded to help desk tickets, emails, and phone calls.
- Trained new salesforce users.

## **JUNIOR SYSTEMS ADMINISTRATOR**

**Infotrans, Samara, Russia**

*September 2000 - September 2001*

- Provided support for server hardware and software.
- Maintained network and data security.
- Consulted and trained customers.
- Designed and supported first company website.

## **EDUCATION**

Samara State Technical University, Samara, Russia  
Masters Degree in Computer Science

1995-2000