

OBJECTIVE

To obtain a position as a **Business Systems Analyst** in a challenging and creative environment.

PROFESSIONAL PROFILE:

- Considerable interest and industrial experience in analyzing and developing software applications
- Desire to learn new materials in a fast paced growing environment
- Strong communication, time management, leadership, interpersonal, problem solving and analytical skills
- Highly motivated and organized with ability to work effectively as part a team
- Very good understanding of Supply Chain Management, Logistics, Six-sigma, Transportation and ERP systems
- Currently in “Certificate in Logistics & Supply Chain Management” program

EMPLOYMENT HISTORY:

March 2008 – Present, Snr. Business Solution Designer, SITA, Montreal, Quebec

SITA is the world's leading service provider of IT business solutions and communication services to the air transport industry

- Working with senior internal customers to gather requirements, analyze, design and implement a Web-base application for integrating the “Trillium” service desk with customer Portal
- Requirement gathering from Stakeholders and developing the Use Cases, Technical and functional Specification documents based on their requirements
- Supports the business stakeholders in preparing the IS project approval materials, including the business case definition
- Worked on External Resource Management (ERM) process re-engineering using BPMN methodology
- Working with SITA IS delivery to ensure that a solution is defined and developed in line with the requirements throughout the project’s lifecycle
- Requirement gathering from Stakeholders and developing the Use Cases, Technical and functional Specification documents based on their requirements for the new SITA paper-less invoices, using Agile methodology
- Establishing a new workflow for submitting the new tickets/incident through the customer portal in order to make an automated submission
- Requirement gathering from stakeholders to develop and integrate the ITAM (IT Asset Management/Inventory) application with the Trillium service desk
- Design, implement, Administrate and deploy services for IS and Airport Solution business unit for self-service users, using CA Service Catalog

January 2007 – March 2008, Senior System Analyst, Wheels Group Logistics, Toronto, Ontario

Wheels Group is a Transportation and consultant to identify gaps and inefficiencies within the supply chain and to provide innovative, efficient and cost-effective solutions.

- Requirements gathering from Stakeholders, Develop the Use Cases and Technical and functional Specification documents based on the customer requirements
- Works with client to understand and identify the business issues and data challenges of client's organization and industry and prepare Business Requirement Document.
- Develop Business Requirements documents and Provide analysis, design and use cases for all new functionalities using UML
- Observe, document and optimize the workflow and present the solution to the customers – using MS power Point
- Create and execute project work plans and revises as appropriate to meet changing needs and requirements – using MS Project Management
- Manages day-to-day operational aspects of a project and scope and reviews deliverables prepared by team before passing to client

- Working closely with the development manager to initiate the process of building the company's new web portal using Microsoft Share Point technology
- Analyzing, designing and implementing the B2B solution to integrate FreightLogix TMS application with PENSKE and Ryder application for updating the shipment statuses
- Analyzed, Designed and Implemented a Web-base Seal Tracking System for Quality department with OO methodology using UML
- Mapping and implementing EDI messages to complete the FORD Motor billing cycle
- Analyzed, Designed and Implemented a Web-base Fleet Management System for Safety & Compliance department using RAD methodology
- Analyzed, Designed and Implemented a Web-base NCSR application Quality department and dispatch with OO methodology using UML
- Prepare business proposals, project plans, user requirements, functional requirements, and technical documentation, to coordinate system support activities
- Gathering report requirements and develop the report using SQL 2005 Report Services
- Create, review and update the test plans and run the test scripts throughout the QA testing lifecycle

August 2001 – January 2007, Senior Business/System Analyst, Oceanwide Inc., Montreal, Quebec

Oceanwide.com delivers dynamic online/Enterprise solutions to the global transportation and logistics communities

- Requirements gathering, Develop the Use Cases and Technical Specification documents based on the customer requirements using JAD and RAD methodology
- Analyze all documentation to clearly understand client requirements
- Develop System Requirements Specification documents and Provide analysis, design and use cases for all new functionalities using UML and RUP modeling
- Run Test Scripts, develop and review Test Plan, collaborate with the sales and marketing IT department to expedite/coordinate the appropriate authorizations throughout the QA testing lifecycle
- Working on customer's site in order to observe their work flow before implementing the new application and solve their issue(s) after the application is implemented
- Document Management (using VSS), bug tracking (using Test Track Pro - TTP) and verifying defects and fixes across the application
- Planning, Coordinating and integrating project and leading system development and enhancement.
- Gathering report requirements and develop the report using Crystal Report.
- Analyzed, Designed and implemented an e-Business solution to cover the all aspect of the Supply Chain Management such as Purchase Order Management – POM, Transportation Management System – TMS, Warehouse Management System – WMS
- Developing various logical and physical models (prototype) as required to present IT
- Identify and document GUI navigation, validation, security, and permissions
- Prepare business proposals, project plans, user requirements, functional requirements, and technical documentation, to coordinate system support activities
- Designing, implementing a Web-Base Purchase Order Management System from analysis and design, with OO methodology using UML.
- Mapping and implementing **EDI** messages (X12 and EDIFACT) to complete the B2B solution
- Designed, implemented and tested a Web-Base Warehouse Management System (**WMS**) application from analysis and design, with OO methodology using UML
- Analyzed and Designed (.NET) the Automated Manifest System (**AMS**) for submitting the shipments to the US customs using XML and TurboXML for mapping the fields and creating schemas.
- SQL Server development/administration, database changes and create data models(using XTG)
- Analyzed and Designed the Canadian Customs Manifest System (**ACI**) for submitting the shipments to the Canadian customs using **XML and EDI** for the messaging system.

April 2001 – August 2001, IT Instructor, ArianSoft, Richmond Hill, Ontario

- Teaching Introduction to Object Oriented Programming and Design and Visual Basic 6.0.
- Teaching Java Programming, JDBC using Visual Age for Java and SQL Server

December 2000 - April 2001, Web Developer, RE/MAX Real Estate(Mountain View) Ltd., Calgary, Alberta

- Developing a corporate website for RE/MAX Real Estate (Mountain View) Ltd. Using HTML, DHTML and JavaScript.

September 1999 - August 2000, Manufacturing Operator at Manpower (Nortel Networks), Calgary, Alberta

- Tested, improved and inspected manufactured electronic boards production system process

April 1996 - July 1998, Programmer Analyst at Bon Air & Bonyad Shipping Company, Tehran, Iran

- Prepared detailed software design documents
- Designed and implemented a Shipping Operating application from analysis and design, with OO methodology using Visual Basic and Access as our database
- Developed a Shipping Operating application (Orders) with OO methodology using Java JDK 1.1.
- Maintained and supported customers request
- Tested Software in accordance with ISO 9000
- Member of a task force for data and system analysis for Bonyad Air Co

May 1993 - March 1996, Application Developer at Imam Hossein University, Tehran, Iran

- Software Design, Development, PL1 Programming and Testing.(Type of Applications: Students Record, Administrative)
- Designed and developed a student registration system on a Mainframe System (**MVS, VM-DOS/VS**) using **PL1, COBOL** (batch programming) and **CICS** (online programming) as a database
- Computer programming undergraduate level Assistant Professor, using FORTRAN and PL1
- Software senior PL1 and COBOL programming in the computer center

TECHNICAL SUMMARY/SKILLS

- Designed, implemented and tested a Web-Base Warehouse Management System (**WMS**) application from analysis and design, with OO methodology using UML
- Analyzed and Designed the Automated Manifest System (**AMS**) for submitting the shipments to the US customs using XML.
- Analyzed and Designed the Canadian Customs Manifest System (**ACI**) for submitting the shipments to the Canadian customs using XML and EDI for the messaging system.
- Designed and implemented the Imagine Project Tracking System. Responsible for development and administration of the Imagine Project Tracking database (**RDBMS**) using DB2, database manipulation using **Java** and development of web-based reporting capabilities (**JSP**)
- Designed and implemented a **3-tier** application E-Commerce Personnel Agency application written in **Java \Visual Age for Java** and incorporated methodologies such as **UML**, and **Object-Oriented design**. The application consisted of Java Beans, Swing Components, and Java Applets. The application was connected to a **DB2** database
- Designed and implemented a **client-server** application from analysis and design, with OO methodology. Coded (using **Visual Basic 6.0**) and implemented the application as an n-tier application, using SQL to retrieve information from and save information to the back-end database as well as using **MTS** for component deployment. Developed **ASP** to web-enable the application, managed using **IIS**.

EDUCATION:

- Certificate in Supply Chain Management & Logistics, McGill University, Winter 2009 - Present
- Certificate in Manufacturing and Inventory management, Concordia University, Fall 2006
- Diploma in Applied Information Technology at Information Technology Institute (ITI), April 2001,
- Ms. Degree - Industrial Management 1997 Tehran, Iran
- B.Sc. Degree - Applied Math.(Computer Science), 1993 Tehran, Iran
Areas of study
- Numerical methods and data analysis.
 - Software Engineering and Object Oriented Analysis and Design.

References available upon request.