⭐ BUSINESS ANALYST, 60 000 ГРН.

🔄 23 квітня 2020   📍 Місто: Київ

Вік: 44 роки
Режим роботи: повний робочий день
Категорії: IT, WEB фахівці, Консалтинг

✔ Перебуваю в шлюбі

Досвід роботи

Business Analyst, Debriefing Software project

Ciklum (IT), Київ

01.2018 – По теперішній час (6 років 3 місяці)

Обов'язки:

- Conducting interviews with key business users to collect information on business processes and user requirements.
- Documenting business processes and analyzed procedures to see that they would meet changing business needs.
- Deriving conceptual designs from business objectives to deliver according to specifications for usability, performance and functionality.
- Assessing the impact of current business processes on users and stakeholders.
- Collaborating with development team and QA to ensure that all requirements are consistent, understandable and testable.
- Implementing user acceptance testing with a focus on documenting defects and executing test cases.
- Creating diagrams and workflows to demonstrate in details different aspects of functionality that is being developed.
- Mapping current processes and offered recommendations for improvement. Collaborated on all stages of the systems development lifecycle, from requirements gathering to production releases.

IT consultant/ Managed Services Specialist

Ciklum (IT), Київ

05.2010 – 01.2018 (7 років 8 місяців)

Обов'язки:

IBM TSM Deployment and configuration of IBM technologies such as: BA clients, TDP SQL clients, TDP Exchange clients. Daily TSM backups monitoring, fixes implementation, common reports. IT consultancy and client support. Project Management and ITIL processes implementation.

Selected achievements:

- TDCH project completion (3500 client computers) – TSM software installation and configuration of ready to backup client computers.
- Provided support and monitoring of daily backup jobs with the help of Wizards Storage Portal
- Trial clients support, problem resolution, ticket handling and escalation.
- Renewed company's media library (12 new products usage video instructions).
- ITIL Change management, Configuration management and Incident management processes designed for major hosting company in Denmark.
- ITIL Change management process and RFC system implemented into clients daily operations.
- Helped client company to successfully achieve ISO certification
- Oversaw and managed Ukrainian development team

Technical Engineer

Pinesoft Computers (IT), Лондон

02.2008 – 04.2010 (2 роки 2 місяці)

Обов'язки:

Position involved managing networks, servers, workstations of 12 businesses. Providing day to day support services on the number of. Dealt with variety of application and server services: SQL, IIS, IAS, RRAS, AD, DNS, DHCP, Terminal Server and Microsoft Exchange 2000/2003/2007.

- Identifying and preventing network and data security threats.
- Printers' installation and configuration.
- Network design, installation, implementation, repair and maintenance. Terminal server farms installation and upgrade.
- Backup solutions implementation.
- Client's PCs and laptops build configuration, repair, and maintenance. Technical documentation and KBs.
- Weekly, monthly, annual support team performance reports.

Освіта

Kyiv National Economics University (Київ)

Спеціальність: Marketing, advertising

повна вища, 09.1996 – 06.2001 (4 роки 9 місяців)

Додаткова освіта

• Hillel IT School Kyiv Specialist, Project Management, Business Analysis · (2017 - 2017)

• Code Space, Requirements Engineering · (2018 - 2018)

• Art of Business Analysis, Business Analysis, 2018

Знання мов

Англійська - Високий рівень (вільно), Чеська - Середній

Додаткова інформація

Мета пошуку роботи, побажання до місця роботи: Business Analyst effective at delivering quality system requirement documentation ahead of tight deadlines. Responds to shifting business needs and priorities in a systematic and effective way. Excels at implementing operational assessments and conducting