

Ahsan Farooqui

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Summary of Qualifications

- 7 years of successful experience in Business Analysis, Project Management, Software Development, and IT Management.
- Skilled in gathering user requirements, writing user stories, and developing functional specifications for various desktop, web, and mobile applications.
- Applied SDLC/PDLC methodology to create features and applications affecting every aspect of an organization, across major business units.
- Extensive experience in end-to-end implementation of work and asset management systems, business process improvement, system integration, data conversion, testing, reporting, and corporate training.
- Experienced in all aspects of project management including establishing and maintaining a project plan, scope, schedule, and timelines, and resource allocation.
- Proven ability in effectively managing communication, relationships and expectations at multiple levels of users, partners, and high-level management.
- Experienced in Unified Modeling Language (UML), Use Case, Activity, and Sequence Diagrams. Including process flows and modelling (BPM), and entity relationship diagrams (ERD).

Professional Experience

Business Analyst/Software Support and Training

April 2015 - Current The Siroky Group - Toronto, ON

Worked collaboratively, as an SME, with clients, end users, development teams, and various stakeholders. Analyzed and documented business requirements (BRD), documented and communicated functional specifications (FRD). Delivered screen prototypes (UI), report prototypes, process workflows (UX), and working business functionality for multiple applications used primarily in the Outdoor Advertising industry. Produced technical and training documentation. Performed product demos, facilitated training sessions, and provided ongoing support for end users. Designed testing processes and criteria for Unit, Regression, and User Acceptance Testing (UAT).

- Lead Business Analyst on team that designed and developed SaaS application with a web and mobile component.
 - One client has reported a >\$2 million decrease in yearly operational costs due to gains in efficiency and enhanced auditability
 - >10,000 web and mobile users weekly; >100,000 transactions weekly
- Preferred point of contact for many clients due to my excellent communication, ability to build rapport, and a history of successfully delivering on their requests.
 - Exclusively sought to deliver company-wide product demonstrations and training sessions, online and in-person, for audiences >500
 - Acting as an advocate for an end user, I was able to persuade the CIO to approve an enhancement. The change immediately brought savings >\$25,000 yearly, in only a relatively small market
- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
 - Created detailed test plans, scenarios, cases, and criteria according to business requirements
 - Created defect management and configuration management procedures
- Trained and mentored entire Business Services (Support Representatives, Quality Analysts, and Business Analysts) team.
 - Act as primary escalation contact for in-house support and training.
 - Provide ongoing mentorship and support for junior team members and colleagues.

Software Developer/ Business Analyst

September 2012 – April 2015 ISN – Pickering, ON

Lead/sole .NET/SQL developer on project to design and develop CMS. Required to take on role as Business Analyst to gather requirements, documentation, conduct testing, provide training, and ongoing support. Reviewed technical and business process to ensure security compliance, due to the sensitive nature of the data involved.

- Quickly promoted to Software Developer/IT Manager within 6 months of starting employment.
- Management entrusted me to create a secure CMS solution to manage the entire business
 - Took full ownership over the project and was able to successfully deliver a working product. I changed my shift from 9am-5pm to 12am-8am for a portion of the project, in order to increase productivity and meet the deadline.
- Gained exposure to data privacy, management, and compliance standards.
 - Data included confidential information (SIN, Credit information, Criminal Record information, etc.)
 - Worked closely with large corporations (e.g. OPG, RCMP) to integrate systems.
- As a direct result of the CMS solution:
 - Our profits from our largest client increased >\$200k during the year.
 - 8 additional large clients were on-boarded over 1.5 years.
 - One of our largest vendors enlisted us as their sole data broker.

Education

Schulich School of Business, York University - The Business Analyst's Course

April 2016 – Toronto, ON

University of Manitoba – Bachelor of Science

December 2007 – Winnipeg, MB

Technical Skills

- Reporting and Analysis: Crystal Reports, Oracle BICS
- Programming Languages: C++, C#, .NET, Java, Ruby, VBA
- Databases: Microsoft Access, Microsoft SQL
- Operating Systems: Unix/Linux, Microsoft (Windows, DOS, XP),
- Office Productivity and Project Management: Microsoft (Project, Office, Visio), SharePoint
- Other Tools/Applications: JIRA, Slack, PowerPoint, Excel (VBA, Macro, Pivot table), Outlook, MS Project, ALM, Agile/Scrum, Waterfall, IBM AS400, Visual Studio, GitHub