

Client Name

Business Analyst

Service-oriented and results-driven professional with hands-on experience supporting business solution software and analyzing business operations.

Capable of improving system processes and focusing on streamlining business operations to meet organization's vision and goals. Recognized for providing support and troubleshoot throughout end user acceptance testing phase. Renown for preparing business requirements documentation and automating invoicing process to streamline procedures. Skilled in designing test case, managing bug tracking systems, and overseeing deliverables to excel in achieving desired project outcomes. Adept at devising audit reports and submitting observations for improvements and audit findings. Articulate communicator with extraordinary analytical, interpersonal, problem-solving, management, and leadership skills. Equipped with advanced knowledge of Laboratory Information Management System (LIMS).

Area of Expertise

- Auditing Processes
- Acceptance Testing
- Business Analysis
- Software Development
- Customer Service
- Test Case Design
- Bug Tracking System
- Business Requirements Documentation
- Deliverables Management

Career Experience

Business Analyst & Software Tester, Corporate IT / IS Department, Bureau Veritas Canada, Mississauga, ON **2014 – 2020**

Oversaw business requirements' elicitation for several projects and customers from initial phase to final release and supported production application across all Canadian regions along with recognized best practises accordingly. Participated actively in development and training of business users with new software releases for variety of projects, including LIMS applications and EDDs (Electronic Data Deliverables) across different Canadian regions and Line of Business (LOB) - Environmental, Food, or Petroleum. Served actively by involving in transition/ migration of several LIMS applications and EDDs to different platform such as C#. Ensured mutual understanding of processes and applications by collaborating among business and development team. Organized and prioritized business requirements, while complying with company standards. Provided assistance and troubleshoot for end users across end user acceptance testing phase. Evaluated / analysed potential issues and recommended necessary changes to ensure zero discrepancies. Communicated and gained stakeholder acceptance of changes in business procedure to ensure stakeholders' satisfaction and maximize business potential. Assisted and conducted meetings, presentations, and conference calls to ensure stakeholders' satisfaction and maximize business potential. Responded to end users, operational managers, customer service and clients' emails / telephone inquiries across business analysis process. Attended departmental staff and BA / Developer meetings to ensure seamless workflow. Prepared and drafted weekly reports to evaluate company performance. Updated end users with weekly production software releases by preparing and publishing weekly Release Notes. Conducted business analysis on multiple projects at same time in high volume and high paced environment. Utilized organizational skills and prioritized business requirements, while improving efficiency of business analysis processes. Improved users experience by providing assistance and training new software releases.

- Prepared / drafted business requirements documentation to provide clarity, retain focus and remove ambiguity about needs and objectives of company project.
- Utilized bug tracking system (TFS), while evaluating and documenting software defects.
- Delivered additional software features to keep more informed users and established better relationship among users and IT / IS Department across all Canadian regions to enhance users' experience.
- Automated invoicing process to streamline procedures and saved approximately 10.8 hours by cutting manual population of data.

- Liaised with development team to migrate approximately 100+ existing applications, reports and Electronic Data Deliverables (EDD) from old platform (Delphi) to newer C# platform by enhancing user experience.
- Facilitated and communicated with stakeholders, resulting in maximizing business potential.

Chemical Analyst & Internal Auditor, Organic Department, Bureau Veritas Canada, Mississauga, ON

1998 – 2014

Demonstrated extensive knowledge in instrument configuration / performance along with methods development and implementation. Documented analytical and QC records, compiled all test data, and computed / completed reports by utilizing LIMS database system. Uploaded / reviewed reporting data in LIMS database system by using several applications. Devised audit reports and submitted observations, recommendations, and opportunities for improvements and non-compliances, such as audit findings to suitable manager/ supervisor or designate. Reviewed audit findings and responses, ensuring to correct problem completely and effectively. Trained new employees in laboratory in accordance with SOPs and Good Laboratory Practices (GLP). Maintained compliance with all health / safety standards, GLP, ethics, and regulatory needs.

- Rendered firsthand expertise in operating, calibrating, and troubleshooting of GC / FID systems - Agilent 6890.
- Developed extensive knowledge in reviewing, interpreting, and reporting testing data for approximately 100 samples / day by Gas Chromatograph system.
- Minimized overall allocated time to new employees with 50% by enhancing training process.
- Prepared and carried out internal compliance / method audits according to QA Corporate Auditing Procedures and current Standard Operating Procedures (SOP).

Education

Bachelor of Science in Chemical Engineering

University of Toronto, Toronto, ON

Graduate Diploma of Engineer in Chemistry

Technical University of Timisoara, Industrial Chemistry Faculty, Romania

High-Performance Liquid Chromatography (HPLC)

Seneca College of Applied Arts and Technology, Toronto, ON

Certifications & Awards

Methods and Compliance Internal Audits Proficiency Certificate

Kaizen Award, Method Development for Applying GC Racer Units

BBST Foundation 2.0, Fundamentals of Software Testing

Languages

English

Romanian

Technical Skills

Microsoft Office Suite | SQL Server | TFS Visual Studio | Software Development Life Cycle (SDLC) | Presentation Software and Video Conferencing Applications