Ana

[Ana.335475@2freemail.com](mailto:Ana.335475@2freemail.com)

**Career go al**

*I am a Business Analyst with over 7 years of experience, primarily in Telecom & Aviation industries, CRM, Data warehouse or HR sectors. I have experience in BPM concepts and methodologies and also in coordinating with business and IT across all phases of software development. I was involved in preparing Process Flow Diagram & other UML Diagrams using MS Visio/ Metastorm Provision/ TIBCO Nimbus or creating screen mock-ups and helped the developing teams in mapping data.*

*I feel passionate about travelling and I truly love the outdoors, adventures and personal fitness activities and pursue them as often as I can. I have found that discovering new ideas and continually challenging myself enhances the things I enjoy and often presents me with unexpected pleasures.*

*I can define myself as a persistent person, who knows how to set and achieve her objectives, dedicated to her work and capable to overcome successfully the most challenging tasks.*

**Experience**

**Senior Business Analyst** (Full time)

Period: 2016 September – Present

Company and location: European Union Intellectual Property Office (EUIPO), formerly known as OHIM,Alicante, Spain

Type business: **Intellectual Property**

*Involved in Analysis of as-is and to-be processes*

*Analysis of business impact of RFC*

*Assets and clarifications on incidents*

*Prepare Pre UAT Sanity Checks*

*UAT Coordination and Support*

*Perform RFC Extended Analysis*

*Support Development and doubt clarification.*

*Support PM with solution drafting (including business clarifications)*

*Update SRS and other documentation.*

***Technologies and methodologies used: Sparx / Enterprise Architect***

**Senior Business Analyst** (Full time)

Period: 2016 March – August 2016 (6 months)

Company and location: **Luxoft / Deutsche Bank Global Technology**, Bucharest Branch

Type business: **Investment Banking**

*Work with our Client business users / analysts to produce business and functional requirements that will be implemented offshore.*

*Ensure that requirements are understood by development team, check requirements completion during all phases of development.*

*Responsible for the overall product quality from a business user perspective.*

*Assist project manager and team lead in explaining to the client why some task is required to be done and why it takes estimated time.*

***Technologies and methodologies used: UML, Agile***

**Business Process Integrity** Analyst (Full time)

Period: 2014 March – March 2016 (2 years)

Company and location: **Cameron - Schlumberger**, Bucharest Branch

Type of business or sector: **Oil & Gas**

*Support the modeling of current and future state business processes; including end-to-end models that demonstrate business activities, data flow, and/or technology flows on SAP environment.*

*Work closely with Project Managers, Process Owners, and Process End Users to identify and document core Business processes using BPM methodologies, Process Integrity Standards, and NIMBUS software.*

***Technologies and methodologies used: BPM, SAP***

**Technical Business Analyst** (Full time)

Period: 2013 January – 2014 February (1 year and 1 month)

Company and location: **BPM Wave International AG** – Bucharest Branch

Type business: **IT Consultancy**

*I was involved in many projects with the leading national and international companies in the Telecom & Aviation industries, CRM, Data warehouse or HR sectors.*

*I had an extensive experience in database analysis, data analysis and data reporting, systems and processes assessment, gathering of client’s requirements, gap analysis, end-user training and public presentations.*

*Identify client organization's strengths and weaknesses and suggests areas of improvement*

*(Process re-engineering).*

*I was involved in preparing Process Flow Diagram & other UML Diagrams using MS Visio/ Metastorm Provision/*

*TIBCO Nimbus or creating screen mock-ups and helped the developing teams in mapping data.*

**Technologies and methodologies used***: Agile & Waterfall Methodologies, SDLC, UML, BPMN*

**IT Business Analyst** (Full time)

Period d: May 2010 - December 2012 (2 years and 7 months)

Company and location: **ORANGE** Romania SA, Bucharest

Type of business: **Telecom**

*Analyze and evaluate information gathered from multiple sources, decompose high-level information into details, abstract up from low-level information to a general understanding, data modeling, business process flows and description and distinguish user requests from the underlying true needs*

*Collect business requirements using meetings and interviews with business units, requirements document analysis, requirements workshops, use cases, scenarios*

*Communicate and negotiate feasibility resolutions, priorities and deadlines with the business units and propose compromises between conflicting requirements*

*Translate business requirements into feasibility studies and/or functional specifications according to the standard templates and using easily understood terms for both business and technology units*

*Obtain business requirements document validated by the requestor; define project scope, goals and deliverables and develop project plans together with technical teams using appropriate tools.*

*Prioritize plan and follow-up development of multiple tasks effectively; notify the internal client regarding schedule, costs and resources of the project.*

*Coordinates systems/applications testing.*

*Monitor implementation process in order to assure delivering promised solutions on time, on budget and on scope.*

*Validate that User Acceptance Tests results conform to the business requirements*

*Maps end to end business processes, analyzes potential problems and presents recommendations for improvement.*

***Technologies and methodologies used: Agile & Waterfall Methodologies, UML***

**ACRM Support Specialist** (Full time)

Period: July 2008 - May 2010 (1 year and 10 months)

Company and location: **ORANGE** Romania SA, Bucharest

Type of business: **Telecom**

*Work with Campaign Management team to ensure supply of good quality data for campaign purposes and the smooth running of all applications relating to CRM – specifically Chordiant / PEGA suite.*

*Key interface between IT and marketing.*

*Understand marketing requirements and translate to technical specifications.*

*1st line of support for technical issues relating to Chordiant / PEGA suite and CRM architecture.*

*Subcontractor coordination in the process of installation, maintenance and operation.*

***Technologies and methodologies used: Agile & Waterfall Methodologies, UML***

**CIO Assistant** (Full time)

Period: October 2006 - July 2008 (1 year and 9 months)

Company and location: **ORANGE** Romania SA, Bucharest

Type of business: **Telecom**

*Assure effective communication with IT Managers &IT Team, oriented to maintain IT Director's guidelines*

*Provide proper support in order to facilitate IT Director's daily activity (accurately preparing agenda, documents flow, organize meetings and business departures)*

*Centralize orders; supervise purchasing process (consumables & CD orders)*

*Offer support for Corporate Intranet Content*

*Offer support for budget & forecast preparation and follow up*

**Education**

**University (graduate):** **Bachelor Degree**

Dimitrie Cantemir (2002 - 2007), Bucharest

Major: Law

**University (graduate): Bachelor Degree**

U.P.B- Polytechnic University of Bucharest (2001 - 2006), Bucharest Major: Electronics/ *Electronic and Telecommunication Faculty*

**Computer skills and competences**

**Infrastructure Management:** in depth knowledge of information lifecycle management (ILM), Able to identify the phases of the SDLC

**Programming languages:** Basic knowledge of C++, Object Oriented, HTML, XML, SQL

**Software and productivity packages:** MS Office (Word, PPoint, Excel, Visio), GUI design, Axure, UML, Provision (Metastorm), HelpSmith, Sparx

**Technologies and services:** language and communication skill, Knowledge & understanding of databases & SQL Oracle; Vantive course for Telco business area of knowledge (internal Customer Service); Project Management skills (based on Project Management courses and workshops), SharePoint

**Risk management:** Knowledge of risk management principles and practices. Experience of working in complex international environment.

**Social skills and competences**

*Able to facilitate groups, Able to work well in teams, Self-motivated, Adaptable, Ambitious, Problem solving attitude, Good communication skills, Customer oriented, Confident in handling new tasks, Attentive to detail, Able to work under tight deadlines*

***Driving license: Yes***

***Spoken languages: English – Advanced; Spanish – Medium; French – Medium,***

***Romanian – Native***

**Training and Certifications**:

**July 2008 - Oracle Database 10g: Introduction to SQL**

**August 2008 - Oracle Database 10g: Program with PL/SQL**

**August 2009 - Chordiant/ Pega System Technical Integration Training**

**November 2011 - Project Management**

**May 2011 - Business Analysis**

**June 2014 - PIW/ Lean Six Sigma Projects**

**References available on request!**