**Naveed Hashmi**

**IT Business Analyst**

**Passionate | Driven to learn | Focused | Team Player**

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**Nationality: Australian**

*Business Analyst and project delivery professional with more than 15 years of working experience in business analysis and project delivery domain with ability of leading, directing and working with cross functional teams. A focused and self-starter individual who thrives in a busy environment whilst seeking to deliver exceptional results. Actively looking for a challenging role that utilizes my relevant skills and knowledge obtained via my professional and academic credentials and relevant work experience*

**Profile Summary**

* Seasoned Business Analyst with a blend of agile, waterfall and hybrid business analysis with 15+ years of recognized proficiency and possessing a global mind-set and established
* Capabilities in working on complex ICT Project Delivery working end-to-end projects across multiple applications with clients from multiple geographic locations
* Versatile Business Analyst with strong exposure in requirement gathering, conducting workshops, tailoring test strategies, iterative methodologies (Agile, Waterfall) frameworks/approaches that interlinks with day-to-day operations of ongoing projects
* Persistently managing highly successful implementation and delivery of quality initiatives while providing inputs to help improve business efficiency and productivity
* Keen eye for detail and expertise in identifying gaps and solutions for technical process requirements

**Highlights**

* Professional Scrum Master (PSM1) and ITIL v4 certified
* Worked for projects/clients and Integrator in Superannuation and Telecom domains
* Possess deep understanding of Waterfall, Agile and Hybrid methodologies
* Extensive experience of projects involving Development, Integration, Transformation and Data Migration
* Technical background with deep understanding of Network and Infrastructure Projects

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| **Core Competencies and Personal Skills** |
| **Core Competencies** | **Personal Skills** |
| Stakeholder Management and Relationship | Negotiation and Collaboration |
| Develop and Modelling skills | Critical Thinking and Influence |
| Vendor and sub-contractor Management | Strong problem solving and analytical skill |
| Documentation and writing skills | Time Management |
| Verbal Communication skills | Customer Interaction |
| Planning and Monitoring | Leadership and Team Player |
| Reporting Skills | Multi-Tasking |
| Risk Management | Excellent Prioritisation & Decision Making |
| Project Management | Exception Customer Services |

**Education**

**Master in Telecom Engineering | 2010 Bachelor’s in Computer Engineering | 2005**

University of Engineering and Technology TaxilaUniversity of Engineering and Technology Taxila

**Certifications**

* Professional Scrum Master (PSM-1)
* CCNP-R&S
* CCSA (Checkpoint Associate)
* ITIL V3 Foundation Certified
* CCNA-Security
* PRINCE2 Foundation (In Progress)

**Technical Skills**

**Technologies and Skills**: IP, LTE, TETRA, Power BI, MS SQL, Oracle

**Operating System**: Linux, Windows

**Tools**: MS - Project, MS – Visio, JIRA, Power Point, Excel, SQL

**Monitoring Tools:** Logic Monitor, ME-AppManager, OpManager, HP-APM, Sitescope, Uptrends, Nagios, MRTG, PRTG

**Project Methodology**: Agile, Waterfall

**Ticketing Tools:** ServiceNow, Salesforce

**Professional Experience**

**Organisation: Cancer Institute | July 2021- To Date**

**Designation: Senior Business Analyst**

**Projects**

* Delivered clinical implementation of SSO Project
* Delivered BIS SMS/Email notification project
* Working on AI based Machine Reading Solution’s Trial and Deployment Project

**Responsibilities**

* Working as Lead Business Analyst. Setup CoE for Business Analysts
* Optimising existing BA templates
* Collaborate with business and technical stakeholders to understand and elicit functional and non-functional requirements
* Translate the stakeholder requirements into different tangible deliverables such as functional specifications, EPICs, user stories, workflow/process, and data flow diagrams
* Facilitating the workshops to elicit requirements and analyse the opportunities for improvement to enable delivery of product or services
* Analyse client's business requirements and processes through document analysis, interviews, workshops and workflow analysis
* Working closely with technical teams and subject matter experts to ensure that requirements are realistic, with the achievable solution and prepare traceability matrix to track the requirements
* Document AS-IS and TO-BE Process, identify the proposed changes and analyse the gaps in existing and proposed process

**Organisation: Link Group | May 2018 to June 2021**

**Designation: Senior Business Analyst**

**Projects**

* Delivered Procurement System (Purchase Order) Project. Procurement System is rolled-out across Link Group globally using ServiceNow platform. Project involved multiple system integrations (via API calls) including ERP for Products/services Master Data, IAM for User Role Provisioning, Pega eFinance Application for delegation of authority of reviewers and approvers, Receipts handling and multiple vendors’ engagements
* Delivered Contract Management System Project. Contract Management System is rolled-out across Link Group globally using ServiceNow platform. Project involved multiple system integrations (via API calls) including Pega eFinance Application for delegation of authority data for reviewers and approvers, IAM for User Role Provisioning, docu-sign for digital signature and multiple vendors’ engagements. ServiceNow as a SAAS Platform is used to create workflows, email notifications and User Front end interface for raising the new contracts, editing existing contracts and for contracts renewals
* Successfully completed the Pega-IAM Integration Project. Project was related to user roles provisioning in Pega Applications via SailPoint
* Delivered LinkIT-Help Ph-2 project in which enhancements done in Incident Management, Change Management, Incident and Outage Notification modules in ServiceNow
* Successfully rolled-out COVID-19 Work from Home Project for 4500 Link Group staff. Project included SIP Telephony solution, SOE Application packaging and custom-built applications for link staff
* Successfully setup Global Network Operations Centre (NOC) in Link Group. Applications and Systems integration with ServiceNow, create new processes for NOC and streamlined existing operational processes

**Responsibilities**

* Collaborate with business and technical stakeholders to understand and elicit functional and non-functional requirements
* Translate the stakeholder requirements into different tangible deliverables such as functional specifications, EPICs, user stories, workflow/process, and data flow diagrams
* Facilitating the workshops to elicit requirements and analyse the opportunities for improvement to enable delivery of product or services
* Analyse client's business requirements and processes through document analysis, interviews, workshops, and workflow analysis
* Working closely with technical teams and subject matter experts to ensure that requirements are realistic, with the achievable solution and prepare traceability matrix to track the requirements
* Document AS-IS and TO-BE Process, identify the proposed changes and analyse the gaps in existing and proposed process
* Create requirement traceability matrix to map out the requirements against technical specs and tests cases
* Working closely with business and technical teams to analyse technical constraints, identifying risks and issues
* Utilise various project management techniques to effectively facilitate change management, project tracking and maintaining risk register
* Created support model for Procurement System and Contract Management System with business & applications owners ensuring 100% technical and application availability
* Create targeted reports and share with management on a regular basis
* Conduct multilevel of testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met
* Facilitate team with testing strategy, proper test environment, helping the testing team with automation suggestions and ensuring that team follows all processes and policies for a successful delivery
* Ensuring project deliverables are met within timeframe and quality product is available to use
* Provide on-going post deployment support to business clients to ensure successful operation
* Participated in sprint ceremonies including sprint planning, daily sprint reviews and sprint retrospective
* Write and maintain user documentation, guides and conduct demos and trainings to business and end users

**Organisation: Atlas Telecom | Jan 2016 to Dec 2017**

**Designation: Pre-sales Solution Architect**

**Projects**

* Successfully lead the RFP response for TETRA Rel-7 upgrade project to migrate from legacy TDM based networks to IP enabled Network including Voice Dispatching system for UAE Government
* Successfully submitted tender response for Private LTE Network (Band-28) coverage expansion project covering Abu-Dhabi Main Island and Northern emirates with 2Mbps cell edge throughput
* Successfully lead the Project for P25 Green Field network 98% coverage expectancy

**Responsibilities**

* Take the lead solution architect role in dealing with clients, program managers and development team
* Meet with customers to understand their current technical environment, key business issues/drivers, and future technology requirements
* Analysed the customer network, investigate the problems, and create opportunities in-line with the technological trend and roadmap products
* Developed holistic approach to customer communication strategy, requirement and did gap analysis
* Compose and submitted business cases in coordination with higher management
* Prepared sales strategy for Atlas solutions and services addressing client pain points and requirements
* Managed tenders/RFQs responses to meet or exceed financial targets
* Implemented architectural designs while building strong relationships with stakeholders at all levels
* Prepared and delivered the high-level design (HLD), statement of compliance (SoC), statement of work (SoW), quotation and cost analysis
* Presented technical material, workshops, roadmap, training to technical staff, managers and CXOs
* Obtained design validation and signoff from customer design authority for handover to project manager and network engineering team during implementation phase
* Ensured timely delivery of equipment and smooth project implementation during post-sales
* Built and maintained good rapport with customer and internal teams

**Organisation: Thuraya Telecom | May 2011 to Dec 2015**

**Designation: Business Analyst/Planning Engineer**

**Projects**

* Successfully delivered Voice Mail System and Missed Call Notification Project
* Lead and delivered the Ticketing Tool and Employee Appraisal and Evaluation Projects
* Successfully completed PS Core Upgrade Project to upgrade from 2G network to 4G. PCRF and DPI installation and integration in existing network
* Successfully completed SMSC Swap Project successfully including installation, integration, and migration
* Lead Pre-Paid charging system swap Project. Successfully integrated new charging system with Billing, CRM, and VAS Systems

**Responsibilities**

* Worked on core network technology transformation program to upgrade core infrastructure and applications
* Engage with various business stakeholders and technical SMEs to gather requirements to meet business needs
* Analyse and translate business requirements into comprehensive requirements documentation for consumption by internal developers and/or external vendors
* Analyse business’s feedback and insights to create viable recommendations for service improvements that align with business strategy and user needs
* Participate in meetings and facilitate the sessions with vendor, business, and technical stakeholders to ensure desired results to be achieved
* Accountable for the delivery of activities on time, within budget and to meet expectations in terms of quality, deliverables, and outcomes
* Support business and technical users to transition projects deliverables into Business as Usual by development of best practice tools and templates to support the implementation of the framework
* Assist Project Manager in project scheduling and successful project delivery
* Evaluate and managed risks, issues, conflicts, change requests and priorities effectively and mitigated them. Removed all impediments including managing the project budget and finances within the defined scope of project
* Prepare the high-level strategy to execute the project, identified changes in the existing network, analysed the impact of changes and communicated effectively to all stakeholders
* Participated in technical evaluation of technical proposals of vendors/consultants
* Evaluation of vendor products and provide feedback to finalise the vendor for the new deployments
* Hands-on experience in writing SQL queries
* Assist the implementation team in performing the tasks and prepare the formal reports after successful completion of tasks
* Worked with Internal development teams and prepared the test cases and documentation including checklist, user guides and FAQs

**Organisation: Mobilink | July 2009 to Apr 2011**

**Designation: Application Support Analyst**

**Projects**

* Project Lead of NSN PS Core Swap project from operations department
* Upgrade of SMSC, MMSC and CRBT platforms

**Responsibilities**

* Level-2 BAU support of IP/Packet Core & VAS applications
* Proactively conducting system and applications health checks and fix issues
* Handling of customer service requests & execution of work orders
* Raising and implementing the changes in Network and present change requests in CAB
* Handling P1, P2 incidents, engage MIM (Major Incident Management) to resolve P1 incidents and participate in war rooms for issues rectification
* Liaise with vendors and support teams (operations, databases, security, and infrastructure) to ensure incidents are resolved timely
* Deploy new application releases in UAT environment and test application; deploy release in Production and test services
* Managing core network and windows/Linux application servers, routers, switches, load Balancer and firewalls
* Hands-on experience in Oracle and SQL databases
* Taking the system and applications backup on storage media and restore when required
* Analyse and updates the existing processes (SOPs), procedure and policy documentation used by the operations department for better operational performance
* Plan with planning team and execute onsite network hardware installation and replacements at Mobilink datacentres

**Organisation: Alcatel-Lucent | Feb 2006 to Jun 2009**

**Designation: Integration Engineer**

**Projects**

* Installation, Commissioning, and Integration of SGSN and GGSN
* Upgrade of SGSN, GGSN, Charging Gateway and DNS

**Responsibilities**

* Installation, Commissioning, and Integration of Packet Core Network
* Hardware and software upgrades, installation of patches to fix bugs on packet core networks
* Configuration on Cisco Routers, L3 Switches and Juniper Netscreen firewalls, DNS, DHCP, SGSN and GGSN
* Prepared UAT and performed Acceptance Testing with client
* Investigate and resolve L-2 technical issues related to Packet Switched Core, SRP, ATM Switches and Application Servers
* Resolution of network and systems issues within SLA and maintaining network KPIs while providing better customer service

**References**

Can be furnished upon request