Marat Avetisyan

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Skype: marmanlive

ICT Business Analyst/System Analyst/Consultant

AnaccomplishedBusiness System Analyst with vast experience in business process modeling and automation. Successfully contributed to various projects including government projects of nation-wide importance. Proven track record of successful work with both local and overseas employers and customers. Known as an excellent communicator and facilitator with strong interpersonal skills, fluent English and problem solving capacity. Apparent team leader with passion to train, manage and motivate people. Innovative thinker and concept generator. Looking to join an overseas employer with relocation or remote work opportunity to be able to challenge my career and take it to the next level while growing further in a multi-cultural and dynamic environment.

* BA Planning & Monitoring
* Enterprise Analysis
* Process Modeling& Redesign
* RequirementsElicitation
* Requirements Management
* Agile BA &Requirements
* Data Modeling &Structure
* Risk Analysis
* Business Rules
* Stakeholder Management
* Solution Assessment
* System Usability Analysis
* Team/ProjectManagement
* Change Request Management
* Progress Tracking&Reporting
* Negotiations and Agreements
* Management Consulting
* BA Coaching & Mentoring

Professional Experience

Senior Business Analyst (BA Team Lead)

IUnetworks LLC -Yerevan, Armenia SEP 2010 –AUG 2014

* Establish business analysis workflow, templates and standards.
* Elicited and documented business requirements into system functional specifications.
* Closely managed requirements of key stakeholders and participating organizations.
* Analyzed,improved and modeledbusiness processes of customers.
* Provided conceptual and logical data models.
* Authored project Terms of Reference (TOR) for official confirmation and sign-off.
* Provided consulting to state officials and government executives.
* Ensured system compliance with legislative requirements and reform regulations.
* Prepared and conducted intensive training for department heads and employees.
* Managed, trained and mentored junior business analysts.
* Reported to state officials on compliance of the system requirements with the legislative acts and decrees.

Business Analyst, Consultant

Ucom LLC - Yerevan, Armenia SEP 2010 –AUG 2011

* Studied and defined business problem and objectives.
* Implemented As-Is and To-Be business process analysis by suggesting improvements and automation solutions.
* Provided User Stories and Use Cases.
* Created and suggested conceptual models of the system features.
* Developed Business Requirements Document (BRD) and System Requirements Specifications (SRS)
* Closely collaboratedwith SMEs and liaised between business and technical units.
* Developed and conducted focused training for the system end users.
* Reported on project status to project sponsors and investors on monthly basis.
* Managed and coordinated cross-functional teamsfor quality management projects.
* Consulted top management on quality management requirements by ISO9001 and related procedures.
* Assessed vendors and reviewed service and software proposals from third parties.
* Implemented organizational model and structured the organization chart.
* Analyzed and improved operational process of call center in compliance with upgraded IVR platform.
* Designed customer’s complaint management system with targeted and timely processing of the issues, accurate reporting and data analysis.

Senior QA Engineer

Boomerang SoftwareLLC - Yerevan, Armenia JAN - AUG 2010

* Developed use cases and user scenarios.
* Derived test case from use cases.
* Executed application functional, unit, integration, regression and usability and testing.
* Closely collaborated with development team to communicate detected bugs, issues and system drawbacks.
* Suggested improvements in test console system that enabled more accurate issue recording.
* Re-designed templates for system use cases reaching more comprehensible format for all stakeholders.
* Created training manuals for new testers that greatly facilitated their integration into QA team’s work routine.
* Provided solution improvements onsystem functionalityand operations.
* Created product white papers and user manuals.

QA Analyst (contractor)

INTESYS Group - Yerevan, Armenia SEP- DEC 2009

* Provided consulting onproduct quality, test scenarios and methodologies.
* Executed application functional, usabilityand black box testing.
* Reported detected issues and recorded bug tickets.
* Suggested system usability improvements.

Technical Writer (freelancer)

Eucalypt Systems, Inc. - Glendale, CA, USA FEB- AUG 2009

* Developed web-basedhelp content.
* Prepared white papers and product promotional content.
* Designed and created user manuals.

Junior QA Engineer, Technical Writer

EPAM Systems, Inc. - Yerevan, Armenia APR2008 - JUN 2009

* Planned testing and created test scenarios.
* Tested and verified business requirements.
* Collaborated with developers to facilitate understanding of business requirements.
* Performed functional and user acceptance testing (UAT).
* Reported detected bugs and issues.
* Reported to project managementonproject QAstatus on weekly bases.
* Developed comprehensive user's guide and online HTML reference for S&P, The McGraw-Hill system users.

Education & Training

ILSIS-Consulting- Yerevan, Armenia OCT – DEC 2010

International Standards ISO 9001, Quality Management System (ISO 9001:2008)

* Certified Processand Quality Management Specialist

EPAM Systems, Inc. – Training Center MAR 2008 – MAY 2008

Fundamentals of Software Development, QA Engineeringand Software Testing, Technical Writing

* Junior QA Engineer

Vanadzor State University (former Vanadzor State Pedagogical Institute)-Vanadzor, Armenia SEP 2000 – JULY 2005

Philology, Department of Foreign Languages

* Master’s in English (French)

Tools& Techniques

Microsoft Office (including Project, Visio, Access), PowerDesigner, Enterprise Architect,Altova, Pencil,

Axure RP, SmartDraw, Mind Manager, VUE,Adobe Acrobat Professional, Adobe CS5 Suite, CorelDraw Suite

SQL basic queries and operations, conceptual and logical modeling of relational database, web system technologies and architecture, HTML/CSS, XML.

Observations, interviews, surveys & questionnaires, focus groups, requirements workshops, brainstorming, structured walkthroughs, business rules analysis, interactive prototyping, risk analysis, vendor research & assessment, user acceptance testing (UAT), use stories& use cases, UML, BPMN, SWOT analysis, root cause analysis, gap analysis, entity relationships diagrams (ERD), data flow analysis (DFD), usability analysis (UI/UX), agile business analysis, product/project management, change management.

BABOK® Guide 2.0, Structured Systems Analysis and Design Method (SSADM), IEEE Std. 1233-1998-Guide for Developing System Requirements Specifications, Agile and Traditional SDLCs.

Projects (Areas of Expertise)

* Unified Income Tax and Funded Contribution Personified Record-keeping System (UTPRS), Social Security Reforms in Armenia - State Revenue Committee of the Republic of Armenia (SRC RA)
* Taxpayer 3 (TP3) - State Revenue Committee of the Republic of Armenia (SRC RA)
* File Online, Report Submission e-System - State Revenue Committee of the Republic of Armenia (SRC RA)
* Call Center Workflow Optimization – State Revenue Committee of the Republic of Armenia (SRC RA)
* Human Resource Management System (HRM System) – Ucom LLC
* Warehouse & Inventory Management System – Ucom LLC
* Billing & Customer Relationship Management System (BCRM) – Ucom LLC
* Service Quality Improvement with Quality Management System (ISO9001:2008) – Ucom LLC
* XLN CRM System - XLN Telecom Ltd, UK
* MobiToWeb: a multi-platform mobile application for instant image capturing and sharing – Boomerang Software LLC
* Youtego - Social network and self-visualization tool – INTESYS Group
* Gas Network Simulation and Analysis Software (GNSA) – Eucalypt Systems, Inc.
* Gas Compressibility Factor Calculation Package (GCFC) – Eucalypt Systems, Inc.
* The McGraw-Hill Computer Inventory Tool on TechEng – Standard & Poor's (S&P) – EPAM Systems, Inc.
* Integration of SugarCRM into the internal CRM Systems - EPAM Systems, Inc.

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