



# Elena O.

Systems Analyst / Business Analyst



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## Professional summary

Systems Analyst / Business Analyst with 12+ years of experience. Deep knowledge of banking, telecom, processing and other fields of activity. Multi-discipline skills in software. Basic knowledge of database design. Communicative, responsible, organized, purposeful and hardworking person.

## Education

Belarusian State University. Qualification awarded: Degree in Applied Mathematics and Computer Science.

## Industries

FinTech

## Technologies and tools

- UML, BPMN
- Draw.io, InVisio
- DB2, MySQL (Browser)
- Java, JavaScript, PL / SQL
- IBM RAD, IBM Data Studio
- Jira, Confluence
- SAP ERP system
- Adobe Dreamweaver, Spring, jQuery, HTML5, CSS3, Swagger, Postman, MS Teams, Skype, Skype for business, Slack

# PROJECTS

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## NDA

Duration: 07.2019 – till now

A mobile app to provide consumer loan services, with micro animation and innovative design. The application allows users to get a loan, calculate possible credit options, make a payment, confirm identity, as well as see users' payments and past transactions.

## Team

18 specialists

## Position

System analyst

## Responsibilities

- Communication with development and QA teams
- Communication with the Customer
- Supporting team with requirements and tasks
- Analyzing and validating requirements
- Creating API specification
- Elicitation of requirements for loans, deposits, accounts modules
- Documenting of apps integrations with middleware layer, core banking system, processing
- Creating specification / documentation for project

## Technologies and tools

- Figma, Zeplin, Draw.io, InVisio, PL / SQL, REST API, Jira, Confluence, Swagger, Postman, Skype, MS Teams

# PETER-SERVICE

Duration: 09.2018 – 07.2019

The project is Customer Relations Management (CRM). It is a system that allows call center engineers to manage customers profiles by reviewing their history and setting new rates and plans.

## Team

12 specialists

## Position

System analyst / Business analyst

## Responsibilities

- Detected, collected, analyzed and managed the requirements
- Modeled a process (UML, BPMN)
- Communicated with a Customer
- Communicated with development and QA teams
- Developed functional and technical documentation
- Controlled the requirements implementation (developed, tested, implemented according to the technical specifications)
- Supported the functionality: managed defect, analyzed and corrected recommendation

## Technologies and tools

- UML, BPMN, PL / SQL, REST API, Jira, Confluence, Swagger

Online web service for bank clients. It allows the client to manage deposits, credits, accounts and cards, stocks, bill payments, transfers. Internet banking offers broadcasting system for sending messages via email, SMS.

## Team

70+ specialists

## Position

System analyst / Business analyst

## Responsibilities

- Supported and enhanced existing software related to cards processing and core banking system
- Created software requirements specifications
- Participated in creation of system architecture and HLD
- Fixed and reported bugs
- Created reports via database queries (SQL usage)
- Created technical documentation and user manuals
- Managed online deposits, accounts, credits, stocks and cards
- Managed projects related to extension / improvement of existing software (communicated with business departments, communicated with software development vendors)

## Technologies and tools

- DB2, MySQL, MySQL (Browser), Java, JavaScript, SAP ERP system, IBM RAD, IBM Data Studio, Spring, jQuery, HTML5, CSS3, Adobe Dreamweaver