MARY JENIS TINO. A

IT BUSINESS ANALYST

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Highly skilled IT Business Analyst with 5 years of experience seeking a challenging position to leverage my technical expertise, analytical skills, and business acumen. Committed to driving effective IT solutions and improving business processes through comprehensive analysis, problem-solving, and exceptional customer support.

PROFESSIONAL EXPERIENCE

PREVENT-360, DUBAI, UAE
IT Business Analyst - November 2019 – Present.

- Collaborated with cross-functional Agile teams, including Product Owners, Scrum Masters, and Development teams, to refine and prioritize the product backlog.

- Conducted user story workshops, utilizing Agile techniques to gather detailed requirements and acceptance criteria. Developing User stories and backlog creation for product requirements to bring more clarity on the project scope.

- Facilitate Agile ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives.

- Familiarity with business analysis tools and techniques, data visualization tools, and project management methodologies (Jira/UML Diagrams/wireframe/Visio) and Performing user acceptance testing.

- Analyze and prioritize requirements, creating functional specifications, use cases, process flows, and other relevant artifacts for Waterfall projects. Prioritizing initiatives based on business needs and requirements.

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions. Performing requirements analysis and Leading reviews of business processes and developing optimization strategies.

- Conducting meetings and presentations to share ideas and findings. Gathering critical information from meetings and producing useful reports. Effectively communicating insights and plans to cross-functional stakeholders.

- Preparation of Technical documentation with UML Methodology – BRD, FRD, Use case and other reports. Requirement analysis to find gaps in the scope.

- Developing wireframe for pages and Managing projects, developing project plans, and monitoring performance.

- Preparation of Technical SRS Documents and User Manuals for the projects delivered.

- Conduct meetings with business to understand software requirements, make suggestions based on the inputs received, write user stories for developers and translate the business requirements to technical documentation.

- Define, organize and plan project meeting, task and schedules. Determining and managing tasks, issues, risks, and action items.

- Design and create reports, dashboards, and visualizations to effectively communicate insights and key performance indicators. Collaborate with cross-functional teams, including management, IT, and operations, to align business requirements and priorities.

- Identify issues and opportunities, and acting as a bridge between different teams.

- Maintaining good relationship with partners and customers for understand their requirements and to communicate transparently and compensating them and ensuring the work to be delivered on the right time.

- Providing full support for technical team in DHA project to create many webpages in the knowledge of HTML, CSS.

NETCRAFTZ INDIA
IT Security Administrator-January 2018 – March 2019

- Managing more than 50 users accounts in Microsoft office 365 admin. Proficiently configured Microsoft accounts on laptops, ensuring seamless integration of services and facilitating secure access to Microsoft applications and cloud-based resources.

- Handling Server and cloud storage services. Windows server backup and recovery.

- Successfully managed and resolved complex system issues, including hardware and software configurations, ensuring seamless operations and optimal performance through proactive maintenance.

- Proficiently configured Microsoft accounts on laptops, ensuring seamless integration of services and facilitating secure access to Microsoft applications and cloud-based resources.

- Monitoring progress and performance and helping teams to make improvements.

- Configure security systems and such as firewalls, antivirus, and IDS/IPS software.

- Identify threats and work to create steps to defend against them.

- Possesses strong, analytical and problem-solving skills with the ability to make well thought out decisions.

JAMCET & E.D WILLMOTT SDA INDIA
Computer administrator and Professor

- Ability to multi-task and work in a fast-paced environment.
- Install and configure software and hardware
- Manage network servers and technology tools
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages

EDUCATION

- Master of Engineering in Computer Science in Anna University, MIT, Chennai 2015
- Bachelor of Information technology in Anna University, D.M.I College of Engineering, Chennai - 2012.

PROFESSIONAL CERTIFICATION	SKILLS	TOOLS
IT Business analyst TrendMicro certificate, Dubai, Aug 2020 PowerDMARAC Certified sales Associate, Dubai, Jun 2020 One Identity PAM Presales Accreditation, Dubai, Apr 2020 Network Security Expert NSE 1 & 2 Fortinet, Dubai, Feb 2020 Link Shadow Technical Training, Dubai, Feb 2020 LogRhythm SIEM Technical Training, Dubai, Feb 2020 Palo Alto Networks Accredited Systems Engineer Palo Alto Networks, Dubai, Feb 2020. Ethical Hacker certification course, India, May 2019	- Business analysis and requirements gathering - Systems analysis and design - Project management and coordination - Technical support and troubleshooting - Documentation and reporting - Stakeholder management and communication -MS Office -Windows server -OS installation, Backup -Cloud server -HTML, CSS, Bootstrap -Knowledge of CMS (DCX portal) -SQL basic	-MS Office -Visio -Wireframe -Azure DevOps -kualitee

PERSONAL DETAILS

- Passport No : T2144547
- Gender : Female
- Languages Known : English, Tamil

DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

Date: Yours Faithfully,

Place: A. MARY JENIS TINO