

# CHARIF salah eddine

## IT BUSINESS ANALYST



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## PROFESSIONAL EXPERIENCE

### IT business analyst

Agence nationale de l'emploi ANEM

November 2022 - Present

In an agile environment, as an IT business analyst within the IT department of ANEM, my main missions are:

- Ensure improved consistency between business needs and the information system
- Define project objectives and requirements, and support the continuous improvement of its processes
- Feasibility study and risk and impact analysis
- Estimate solution costs in relation to benefits and added value
- Analyze the existing system
- propose optimal solutions that align with business requirements and company goals
- Define the project scope
- Develop functional processes and business procedures
- Model processes and automate company workflows with BPMN
- Design and write functional specifications based on analyzed requirements
- Functional breakdown into User Stories and creation of the Product Backlog (Scrum methodology)
- Collaborate with other IT team members to effectively implement digital changes
- Develop prototypes
- Organize test campaigns and prepare scenarios with their priority
- Participate in functional testing activities and identify bugs
- Participate in preparing project deployment plans and monitor their implementation
- Write user manuals and prepare easy-to-understand documentation
- Drive change and support users
- Produce deliverables, support materials, and meeting reports
- Project and time management

## SKILLS

Information Technology, Agile Methodologies, Analytical Skills, Continuous Process Improvement, Scrum, Critical Analysis, BPMN, Visio, Unified Modeling Language (UML), Project Management, JIRA, TFS, Functional Testing, Testing, Data Modeling, Business Process Management, Risk Analysis, Time Management, Problem Solving.

## PRODUCT OWNER

My main missions are:

- Define the project's design
- Coordinate with the AMOA team
- Write functional specifications (features, screen mockups)
- Functional breakdown into User Stories and creation of the Product Backlog
- Organize the Product Backlog by priority
- Plan the deployment of project versions
- Ensure functional testing and bug identification
- Organize test scenarios with their priority
- Ensure continuous improvement of the project

## SKILLS

Scrum, Agile Methodology, Visio, Teamwork, TFS, Project Delivery, Creativity, Adaptability, Quality Assurance, Time Management.

## PROJECT 1: WASSITONLINE

"WassitOnLine" is an information system intended for external users of ANEM, which includes several online services. My main missions in the project are:

- Analysis of the existing system
- Ensure continuous improvement of online services
- Ensure system stability with the evolution of online services
- Perform unit tests and integration tests, manage system update deployments

## PROJECT 2: WASSIT

"WassitOnLine" is an information system intended for external users of ANEM, which includes several online services. My main missions in the project are:

- Analysis of the existing system
- Ensure continuous improvement of online services
- Ensure system stability with the evolution of online services
- Perform unit tests and integration tests, manage system update deployments

## PROJECT 3: OGC

"Offre grand compte" is a new service that intermediates between job offers and demands for work. This project aims to support large companies in their recruitment campaigns.

My main missions in the project are:

- Ensure functional testing: organization of test scenarios with their priority
- Analysis and identification of bugs
- Change management and user support

## IT Operations Engineer

Agence nationale de l'emploi ANEM

August 2022 - October 2022 (3 months)

In an agile environment, as an IT business analyst within the IT department of ANEM, my main missions are:

- Designing roadmaps for the deployment of new applications.
- Supervising the implementation of solutions.
- Incident management.
- Problem detection and proposing solutions.
- Change management.
- Analysis of incident/problem processes.
- Proposing improvements
- incident/problem management according to ITIL best practices.

### PROJECT 1: MINHA "ALLOCATION CHÔMAGE"

The Unemployment Grant Platform is a presidential project to manage the Minha system. My main missions in the project are: proposing improvements, analyzing incident/problem processes, and supervising the implementation of solutions

### PROJECT2: TAAHIL

The Taahil project is part of the Minha system and aims to manage the training process for a group of Minha beneficiaries who are not qualified to enter the labor market. My main missions in the project are:

- Studying the project,
- Designing roadmaps for the deployment
- FAnalysis of incident/problem and finding solutions to problems by applying ITIL V3 best practices.

### PROJECT2: TAKWIN

TTakwin is a platform aimed at training centers that oversee the training process and will enable them to monitor trainees' absences through the platform. My main missions in the project are:

- Studying and monitoring the project,
- Communicating with the Ministry of Training to obtain information about the structure of the training centers,
- Providing training on the platform,
- Creating an explanatory video about the platform.

## EDUCATION

### Professional Master's degree in Strategic Management and Information Systems

- Decision Support Systems
- Information Systems Urbanization
- Project Management
- UML Design

## FUNCTIONAL SKILLS:

- Business Analysis
- Requirements gathering
- Writing functional specifications
- Functional testing and acceptance testing
- Change management (support and training)

**Programming Languages:** JAVA, C++, C#, JS, HTML, CSS, PHP, SQL, JSON

**Methodologies:** Agile (Scrum), V-Model

**Databases:** SQL Server, Oracle, PostgreSQL

Teamwork

## LANGUAGES

- Arabic (Native speaker)
- French (Professional )
- Anglais (Intermediate)