



ROWTHER NAINA MOHAMED

SENIOR BUSINESS DATA ANALYST



PROFILE

I am Business Analyst/ Product Manager with strong hands-on experience in business and functional support. I hold master's degree in Information systems management with National university of Ireland, Galway.

WORLDWIDE EXPERIENCE



CONTACT

+353 899766781

r.nainamohamed91@gmail.com

Dublin, Ireland.

LINKS

www.linkedin.com/in/rowther

github.com/rnainamohamed91

<https://rnainamohamed91.github.io/index>

SUMMARY

- Over a decade of robust experience in Information Technology, specializing in data analysis, project management, and product development.
- Proven track record as a senior business data analyst, providing critical insights and **data-driven solutions** to drive business growth.
- Proficient in leading and managing IT projects from inception to completion, ensuring on-time delivery and within **budget**.
- Demonstrated leadership in **product development**, contributing to the successful launch of products that meet market demands.
- Highly skilled in data analysis, including data collection, interpretation, and visualization, to support informed decision-making.
- Skilled in creating comprehensive Business Requirements Documents encompassing both **functional** and **non-functional** requirements.
- Proficient in developing **use cases** that provide a detailed understanding of system interactions and **user experiences**.
- Experienced in crafting intuitive **GUI designs**, **screen layouts**, **UML diagrams** and **interface designs** that enhance user experience.
- Strong **SQL** skills for data querying, extraction, and transformation, optimizing data-driven decision-making.
- Skilled in utilizing **PowerBI**, **Tableau**, and **Excel** to create insightful **charts** and **reports** that drive informed choices.
- Adept at using tools like **Jira**, **Confluence** and **ServiceNow** for streamlined collaboration within cross-functional teams.
- Proficient in creating **As-Is** and **To-Be** documents to visualize process improvements and guide project implementation.
- Skilled in creating **process maps** to **streamline workflows**, increase efficiency, and ensure successful project outcomes.
- Experienced using **MS Project** or other **project management** software.

EDUCATION

08/2017 – 06/2018
Galway, Ireland.

M.SC INFORMATION SYSTEM MANAGEMENT - NUIGALWAY

- Gained a comprehensive skill set that encompasses both project management and business analysis. This includes proficiency in project planning, execution, agile methodologies, leadership, communication, quality assurance, as well as requirements elicitation, analysis, use case development, and process improvement.

04/2008 - 04/2012
Chennai, India.

B.TECH - INFORMATION TECHNOLOGY - VEL TECH



EXPERIENCE

10/2022-10/2023
Dublin, Ireland.

BUSINESS ANALYST/JUNIOR PM

JOHNSON CONTROLS INTERNATIONAL (CONTRACT)

[Achievements/Tasks](#)

- Orchestrated the strategic **planning** and **execution** of the digital transformation journey from Avaya to NICE CX, aligning technology with precise business objectives.
- Collaborated closely with contact center **stakeholders** to understand their requirements and expectations for the NICE CX platform.
- Implemented robust Power BI-based performance monitoring and analytics tools, empowering stakeholders to track the effectiveness of the NICE CX solution and make data-driven improvements in real time.
- Designed and executed **change management** strategies to ensure a smooth transition, including training sessions and user adoption plans.

10/2021-10/2022
Dublin, Ireland.

BUSINESS ANALYST

BNP PARIBAS – CORPORATE INVESTMENT BANKING

[Achievements/Tasks](#)

- Successfully spearheaded change management activities, effectively bridging the gap between business requirements and technology solutions.
- Expertly analyzed **payables** and **receivables** deals to ensure compliance with financial regulations and policies.
- Developed comprehensive reports and dashboards to provide real-time visibility into financial transactions, enabling quick decision-making.
- Leveraged Power BI to create interactive and visually appealing dashboards, transforming raw data into actionable insights.
- Conducted in-depth data analysis to identify trends, anomalies, and opportunities for process optimization.
- Identified bottlenecks and pain points in existing processes and proposed innovative solutions. (**Front Office and Back Office Change Management:**)

10/2018 – 09/2021
Dublin, Ireland.

SYSTEMS ANALYST

EVROS TECHNOLOGY GROUP

[Achievements/Tasks](#)

- Created comprehensive documentation, including business requirement documents (**BRDs**), functional requirement documents (**FRDs**), and system design documents (**SDDs**).
- Identified and documented functional and non-functional requirements, ensuring clarity and alignment with project objectives.
- Presented data-driven recommendations to senior management, enabling data-driven decision-making.
- Designed and delivered custom reports that provided critical insights and supported strategic decision-making.
- Enhanced reporting processes, reducing turnaround time and improving data accuracy.

10/2016 – 08/2017
Chennai, India.

SENIOR SYSTEM SPECIALIST

COGNIZANT TECHNOLOGY SOLUTION

[Achievements/Tasks](#)

- Streamlined user account creation processes for Active Directory, Exchange 2010, Mailboxes, Office 365, MS Lync, and Avaya Phone accounts.
- Acted as a bridge between technical teams and business stakeholders to ensure efficient problem resolution.
- Collaborated with IT teams to configure and install desktop and laptop systems for new users.
- Proactively monitored and responded to MSSQL database alerts, identifying potential issues and taking actions.
- Maintained a comprehensive production support knowledge base by effectively documenting and managing production issues using an issue tracking system.

11/2014 – 09/2016
Chennai, India.

SYSTEM ENGINEER

TATA CONSULTANCY SERVICE

[Achievements/Tasks](#)

- Managed and maintained VMware virtualization infrastructure, ensuring the efficient utilization of resources, and troubleshooting any virtualization-related issues.
- offered remote support to end-users by guiding them through troubleshooting steps and resolving issues via remote desktop tools.
- Reduced response and resolution times for support tickets by implementing efficient ticket management practices, resulting in increased customer satisfaction.