**MEHRAN VAHEDI**

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Over eight years of Information Technology (IT) experience in a variety of delivery oriented roles including Data Analyst, Business Analyst, Software Testing Lead, and Manual Tester in a diverse range of industries. Proven track record in utilizing highly developed communication, analytical, and problem-solving skills, with ability to be flexible/adaptive, and lead and contribute to project teams at all points in the project.

**TECHNICAL PROFICIENCIES**

**Databases** MS Access;MS SQL (SSIS (ETL), SSAS, SSRS); Oracle

**Documentation** MS Excel; Outlook; PowerPoint; Word

**Data Modeling** Erwin; Visio

**Programming** Python; VBA

**Reporting** SAP Dashboards; Crystal Reports; Webi Reports; Tableau

**Web Platforms** BMC Remedy; Guidwire Enterprise; HP Quality Centre; SAP BusinessObjects

**EMPLOYMENT HISTORY**

**Data Analyst – Risk Management, TD Bank, Mississauga Mar 2018 – Present**

Supported development and/or implementation of standards, policies, procedures, and solutions that mitigate risk and maximize availability of service efficiency and effectiveness.

* Provided data analytics skills, and applied project management and leadership abilities to effectively prioritize and optimize vendor utilization
* Identified issues and opportunities, understanding trends and provided specialized business management advice to senior management and respective teams while raising industry, external and internal, enterprise and business awareness
* Led and coordinated the integrated implementation of policies, processes, procedures, and solutions across multiple functional areas
* Provided subject matter expertise and helped identify, design, test solutions, automate and support implementation activities by relying on strong knowledge of MS Excel
* Developed complex reporting, analysis, and assessments at both the functional or enterprise level
* Created and delivered presentations and communications geared to management or broader audience
* Identified variances and contributed to the analysis, due diligence and implementation of initiatives and/or business operations within defined area of responsibility.

**SAP Data Analyst, The Coca-Cola Company, Toronto Aug 2016 – Feb 2018**

Utilized SAP BusinessObjects reporting tool and delivered financial reports and dashboards to users after gathering business requirements.

* Facilitated collaboration between Finance, Sales, Product Supply, and IT teams to formulate Data Analytics offerings
* Played an instrumental role in evolving existing and designing new, innovative measurement tools, managed the process through to delivery and took ownership of roll out
* Met with and communicated to key stakeholders of reports under development to gather user requirements and incorporate into the new/enhanced reporting output
* Automated the reporting process in order to ensure efficient and timely delivery of pivotal financial reports
* Ensured the efficient flow of work through the team and achieved timely delivery of high-quality business reporting outputs

**IT Consultant, CAPGEMINI CANADA INC., *Toronto* May 2014 - May 2016**

Provided data analysis, software testing, data conversion and manual testing support for clients in various industries, including insurance and utility sectors. Practiced various methodologies for project delivery particularly Agile Methodology.

***Recent accomplishments include the following:***

**CLIENT: Hydro One, Toronto**

**ROLE: Software Testing Lead**

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**PROJECTS:** **Google Chrome and MS Exchange Migrations** *(Jul 2015 - Feb 2016)*

Led the successful testing for two software upgrades and ensured that the new software was defect free and all users had the required access

* Drafted the Master Test Plan (MTP) for minor enhancement projects including the Google Chrome upgrade, and MS Exchange migration projects
* Created communication plans for collaborating with testers and business users, conveyed responsibilities, tracked testing outcomes and successfully documented results
* Gathered test results from onsite and offshore testers and generated and distributed interactive dashboards on a daily basis which were used by management for decision making purposes
* Tracked software defects, assigned severity to defects and escalated for troubleshooting as needed
* Worked closely with developers and Subject Matter Experts (SMEs) in order to identify integration points and ways in which different software applications integrate and relate to each other
* Performed and administered Software Integration Testing (SIT), migration testing, and end-to-end testing
* Recorded lessons learned and overall project results using Enterprise Content Management (ECM) tools such as SharePoint for future access

**CLIENT:** **WSIB: Workplace Safety and Insurance Board, Toronto**

**ROLE: Data Conversion Analyst / Manual Tester**

**PROJECT:** **Accounts & Claims Enterprise Systems - ACES** *(May 2014 – Jun 2015)*

Validated data from Source to Landing and Landing to Target using Microsoft SQL Server, validated converted data from IBM mainframe system to Guidewire – ClaimCenter and ContactManager (source to target), and performed smoke testing on Guidewire and its integrated components such as KOFAX

* Tested and verified software that resulted in an efficient, high quality data conversion outcome
* Performed regression testing, stress testing, and Software Integration Testing (SIT) on a myriad of insurance software particularly GuideWire (ClaimCenter, ContactManager, PolicyCenter, and KOFAX)
* Participated in all aspects of software testing including test planning, requirement gathering, defect management and reporting
* Supported the Business Acceptance Testing (BAT) team with the transformational project implementation by providing technical requirements, performing data analysis and troubleshooting technical issues related to HP Quality Centre (HPQC)
* Performed advanced analysis using MS Excel for the purpose of consolidating the changing requirements of the business and provided business users with accurate data whenever required
* Created detailed use cases, process maps, workflows, end-to-end scripts, and executive summaries for Guidewire and its relevant integrations
* Manipulated, sorted and retrieved data from SQL Server databases by relying on knowledge of database concepts and sharp analytical skills
* Collaborated with the offshore team and provided them with up-to-date information and business requirements needed to create test cases
* Became a subject matter expert for IBM legacy systems, and fully documented legacy screen navigation procedures for other employees and for company record

**SYSTEMS ANALYST, ENBRIDGE GAS DISTRIBUTION, Toronto May 2010 - May 2014**

Primarily responsible for Stakeholder Relationship Management (SRM) reporting using SAP BusinessObjects while being involved in all phases of Software Development Life Cycle (SDLC) for software upgrades and new releases of SAP BusinessObjects web reporting platform

* Managed and satisfied the business reporting needs of over 200 internal stakeholders who were users of SAP BusinessObjects (BO) Enterprise software
* Consulted with clients on ways to integrate new technologies and performed administrative tasks: managed security rights, migrated web reports to production, and trained users on software use
* Resolved IT incidents related to SAP BusinessObjects (BO) and Hyperion Enterprise environments, reducing downtime and increasing throughput within the organization

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* Developed and distributed reports and interactive dashboards using Business Intelligence (BI) tools such as SAP Crystal Reports and Xcelsius. These reports were used by internal stakeholders in departments such as HR, Marketing and Finance (e.g. Finance Variance Reports)
* Performed testing on packaged software such as SAP Crystal Reports 2011, Web Intelligent Rich Client and other SAP client tools prior to the go-live phase of the Software Development Life Cycle (SDLC)
* Maintained and updated internal transactional databases, extracted data from data warehouses, and provided data consistency and granularity across different databases by utilizing ETL tools and automation software
* Drafted/edited Business Requirement Documents (BRDs) for 50 small MS Access applications

**TEACHING ASSISTANT, RYERSON UNIVERSITY, Toronto (P/T) Feb 2013 - May 2013**

* Administered lab sessions and prepared written and audiovisual course materials, provided feedback to students on business reports, and assisted in grading tests, assignments and term papers for the Business Process Design course

**EDUCATION AND TRAINING**

**BComm (Hons), Business Technology Management, Ryerson University, Toronto 2012**

Major: Knowledge and Database, Minor: Professional Communication

**SQL Server Certification, George Brown College, Toronto 2015**

Courses: Writing Queries, Implementing a Database, and Maintaining a Database

**Tax Law Certification, H&R Block, Toronto 2012**

A four month intense course on Canadian tax law fundamentals for paper-based and computer-based income tax preparation

#### AWARDS

**Dr. Catherine Aczel Boivie Award, the CIO Association of Canada 2011**

Awarded to a student for achieving a high standing in the course ITM 410 - Business Process Design

**Enbridge Gas Distribution Database/Data Management Summer Employment Award 2009**

Awarded to a student who has achieved high academic standing in ITM500 - Logical Database Analysis and Design, and a minimum 3.00 CGPA at the end of the second year

#### VOLUNTEER EXPERIENCE

**Reviewer and Contributing Editor, ARMA International Aug 2013 - Present**

* Reviewed and provided feedback to article proposals related to IT governance and records management
* My feedback determined whether or not the article was eligible for formal publication

**IT Mentor, JVS Toronto May 2013 - Present**

* Offered insight into Canadian workplace, culture and industry trends to an internationally trained IT mentee, providing the mentee with professional language, terminology and networking support

**Income Tax Preparer, Canada Revenue Agency, Central Eglinton Community Centre Mar 2013 - Present**

* Assisted in preparing income tax and benefit returns for over 200 individuals with low incomes and a simple tax situation

**United Way Online Auction Lead, Toronto UnitedWay Aug 2015 - Dec 2015**

* Solicited for gift donations, administered the online auction tool, distributed items to winners, and collected payment; auction raised $3,300 for the United Way

**PRESENTATIONS/PUBLICATIONS**

Member/Speaker, Toastmasters International

Member/Article Reviewer, ARMA International