

# Vicken Djamboulia

Beirut, Lebanon 

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Adept in implementing software applications by applying business analysis best practices translating requirements for development teams coupled with project management and quality assurance skills.

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## Skills

- Business Analysis
- Project Management
- Quality Assurance/Quality Control
- Software Documentation
- SQL/Database
- Leadership
- Waterfall/Agile Methodologies
- Technical Support
- Policies & Procedures
- Vendor Management

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## Experience

OCTOBER 2018 – PRESENT

### Quality Assurance – Team Lead / BLU Solutions, Lebanon

- Defined the QA/QC process suitable for the team and priorities in hand.
- Led a team of 3 up to 7 QA's both locally and virtually.
- Managed the team dynamics while supporting and removing blockers.
- Planned and executed manual test cases on BLU Loyalty backend/frontend systems, Android/iOS.
- Performed functional testing like exploratory, sanity, smoke, interface, regression, acceptance and API testing.
- Performed non-functional testing like compatibility and usability testing.
- Prepared test data like white-labeling, users, customers, transactions, import files.
- Created daily defect reports for management.
- Coordinated projects for local and regional banks, remotely and on-site.
- Provided user training for a bank in Kuwait.
- Researched market statistics about the global usage of OS and desktop/mobile devices.
- Localized websites and mobile apps in English and Arabic.
- Familiar with Gitflow workflow.
- Worked in an Agile setup using Kanban boards and weekly sprints.
- Assisted in business analysis tasks like FSD and SOW preparation.
- Familiar with Tools like Trello, JIRA, Sentry, Fabric, NOX Player, HeidiSQL, Postman, draw.io, gantter.com, yamli.com.

JUNE 2017 – NOVEMBER 2017

## **Senior Consultant / Capital Banking Solutions, Lebanon**

- Defined the client business requirements and prepared the BRD's and got sign off.
- Conducted Quality Assurance for new development/modifications related to the project.
- Planned and executed the banking modules implementation projects.
- Provided system training to clients.
- Troubleshoot and helped users in their day-to-day operations.
- Established and maintained good relationship with clients by communicating and responding to their queries in a professional and timely manner.
- Worked with clients to refine, prioritize and schedule the issues.

FEBRUARY 2016 – FEBRUARY 2017

## **Project Manager / Majid Al Futtain Finance, UAE**

- Managed and implemented MAF Finance projects and initiatives.
- Created and maintained training material and project documentation in compliance with existing standards & methodology.
- Provided 2<sup>nd</sup> line support to MAF Finance departments for existing systems and programs.
- Provided technical consultancy and support to the Business, Finance and Operations.
- Gathered user's requirements and translated them to business and technical specifications.
- Coordinated/provided the essential training to MAF Finance staff for systems and areas of expertise.
- Managed and coordinated with 3<sup>rd</sup> party partners, system providers, schemes and other entities of MAF.

OCTOBER 2007 – JANUARY 2016

## **Application, Infrastructure Support / Bank Audi, Qatar**

- Researched and triaged operational issues.
- Drove issues to root cause identification and resolution.
- Implemented lessons learned from issue resolution.
- Provided status and proper communication.
- Gathered and analyzed requirements.
- Collaborated with Product owners and made recommendations for solutions.
- Supported and monitored SLA's.
- Provided reporting and ad-hoc data extracts.
- Collaborated in projects from beginning to end to include roll out, release, and post pilot training.
- Ensured quality.

NOVEMBER 2004 – SEPTEMBER 2007

## **Analyst Programmer / Bank Audi, Lebanon**

- Coded and tested programs for the core banking application.
- Executed code builds to test and production environments.
- Fixed bugs in existing code.
- Collaborated with Retail, Branch Management, Accounting departments.
- Maintained documentation per company standards.
- Provided training and support for the bank employees.
- Resolved user-submitted problems and questions.

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## Education

JUNE 2006

### **Master's in Business Computing / USJ, Lebanon**

Graduation thesis in data warehousing, data mining.

JUNE 2004

### **Bachelor in Business Computing / USJ, Lebanon**

Final project in school management system.

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## Training & Certifications

- *ISTQB foundation level certification is in progress (exam date: 10 January 2020)*
- New Horizons: Becoming a Transformational Leader
- LinkedIn Learning: Become an Agile Project Manager
- EXIN: ITILv3 Foundation Certification
- PMI: PMP Certification

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## Languages

- Native/Bilingual in Arabic and Armenian
  - Full professional proficiency in English and French
  - Working limited proficiency in Spanish
  - Elementary proficiency in Russian
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