

John Moumdjian

Senior Digital Consultant

Address: Dubai, UAE | **Phone:** +971 58 90 80 467 | **Email:** john.moumdjian@icloud.com

LinkedIn: [John Moumdjian](#)

Summary

John is a Senior Consultant who works on the analysis, design and implementation of various digital projects and uses agile methodologies to plan, execute and deliver to ensure that the project objectives are met, and the project team exceeds expectations. As an experienced business analyst, John can deliver work that meets business objectives and create value to the client. He can also support clients in digital transformation projects by using cutting-edge technologies from industry's best practices and solutions. He has got great collaboration and team-management skills.

Experience

Senior Digital Consultant – 06/2021 to Present

PwC Middle East, Dubai, United Arab Emirates

- Creating Business Requirement Document (BRD) and Functional Requirement Document and maintaining the Requirement Traceability Matrix related document.
- Understanding the business requirements and identifying gaps in different processes and implementing process improvement initiatives across the business improvement model.
- Gathering the business requirement and preparing and reviewing long term forecast at team meetings.
- Capturing business requirements for multiple government entities to establish and enhance smart government services.
- Performing research and benchmarking for the streamlining of government online services under one platform.
- Acting as proxy product owner in an agile project to a Customer Relationship Management (CRM) platform by creating and maintaining the backlog for key stakeholders to align with PwC's development team.
- Leading workshops, trainings and technical engagements with clients and advised on implementation timelines.
- Collaborating with UI/UX designers and the offshore technical team to come up with innovative solutions and ensure a one-stop site for citizens desiring to access all government services in Abu Dhabi.
- Creating storyboards, journeys, epics, and user stories in an Agile environment using Jira to capture the business flow in all its aspects.
- Drafting user guides, content for the digital services deployed (in both Arabic and English) and maintained documentation on JIRA.

Quality Assurance Analyst – 09/2020 to 01/2022 LCM

Digital GmbH, Yerevan, Armenia

- Responsible for the testing phase of the production process to ensure that LCM Digital product is defect-free and meets high standards of the organization.
- Identified that the product is functional, reliable and meets the end user's expectations.
- Implemented and monitored test scripts to assess functionality, reliability, performance and quality of the service or product.
- Recommended, implemented, and monitored preventative and corrective actions to ensure that quality assurance standards are achieved.

Business Systems Analyst – 01/2019 to 08/2020

LCM Digital GmbH, Berlin, Germany

- Provided quality assurance for LCM Digital through detailed test scenarios and use cases.

- Validated results by testing programs through the collaboration of agile tools such as JIRA.
- Monitored project process by tracking activity, resolving problems, and publishing monthly progress reports.
- Maintained system protocols by providing reference by writing documentations and user acceptance testing (UAT) cases.
- Defined application problems by talking with clients, evaluating procedures and processes.
- Prepared reports by collecting, analyzing, and summarizing information.
- Contribute to the Service Development Life Cycle process of a product.

Digital Transformation Analyst – 09/2020 to 05/2021

Ministry of High-Tech Industry of the Republic of Armenia, Yerevan, Armenia

- Introduced measures to upgrade digitization systems at the government of Armenia.
- Developed policies to increase efficiency of digital services provided by government.
- Improved existing digitization systems.
- Participated in introduction of new bilateral and regional cooperation programs that aim to improve government's digitization.

Junior Automation Engineer – 07/2017 to 06/2020

CCT International, Beirut, Lebanon

- Enhanced the development process of a LEAN construction management software (LCM Digital - designed by Consolidated Contractors Company and Drees & Sommer) through developing the whole SDLC process, designing and producing business requirements and detailed visual prototypes, and creating User Acceptance Testing documents.
- Minimized unexpected delays during the software development phase by thoroughly analyzing all requirements and detecting ambiguous items.
- Decreased the allocated time for software testing by introducing automated testing.
- Highlighted potential problem areas by providing stakeholders with monthly KPI reports (generated using data exported from JIRA).
- Assisted the marketing team in demoing features of a project controls software to construction companies.
- Provided first line support to project staff for using CCT applications.
- Deployed, implemented, trained, and supervised CCC in-house applications or other IT solutions acquired by the project.
- Provided tailored solutions to special IT requests issued by projects staff by writing queries, developing small utilities or reports.

Education & Certifications

MSc. IT & Strategic Innovation – 2015 to 2016

Kingston University, London, United Kingdom

BSc. Management Information Systems – 2010 to 2013

Lebanese American University (LAU), Beirut, Lebanon

Lebanese Baccalaureate – 1995 to 2010

Saint Joseph School, Beirut, Lebanon

Inclusive Mindset Certificate – 2022

PwC, Dubai, United Arab Emirates

Certified Scrum Master (CSM) – 10/2022 to 10/2024

Scrum Alliance, Dubai, United Arab Emirates

ITIL Foundation Certificate in IT Service Management – 2017

PeopleCert, Beirut, Lebanon

Certificate for Web Programming Essentials – 2014

Armenian-Indian Center for Excellence in ICT (AITC)/EIF, Yerevan, Armenia

Volunteer Work

Scouts – 1995 to 2015

Armenian General Benevolent Union (AGBU), Beirut, Lebanon

University Student Committee Member – 2010 to 2013

Armenian General Benevolent Union (AGBU), Beirut, Lebanon

Skills & Expertise

- JIRA
- Quality Assurance
- Project Management
- Software Development Lifecycle (SDLC)
- IT Service Management
- Requirements Gathering
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Excel
- Problem Solving
- Process Improvement
- Business Analysis
- Strategic Planning
- Reporting and Analysis
- User Acceptance Testing
- Business Requirements
- Agile Methodologies
- Management Information Systems
- Teamwork
- Time Management
- Critical Thinking

Languages

Armenian: Native | **Arabic:** Native | **English:** Fluent | **French:** Basic