

Jevin K. RAMJATTAN, MSc.

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INFORMATION TECHNOLOGY BUSINESS ANALYST

COMPETENCIES & EXPERTISE

- Business-oriented IT professional proficient in analysing business needs & implementing technical solutions
- Ten (10) years of experience in business & technology management sectors of diverse industries
- Effected significant organisational value & results in large international enterprise IT projects

BUSINESS	Business-IT alignment, requirements elicitation, business process management (BPMN, UML), stakeholder engagement, IT-system life cycle knowledge, MS Project, MS Visio
TECHNICAL	MS Office, SQL, programming, open source systems; system, server & network management
PROFESSIONAL	Team project collaboration, effective & timely communication, critical & innovative thinking, analytical, organised, detail focused, rapid mastery of new skills & concepts, high adaptability
LANGUAGE	French, English, multicultural experience

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST – RETAIL PROFESSIONAL SERVICES **2016-PRESENT**

Jesta I.S., Montréal, Canada

- Analysis of client business processes & requirements & alignment with the Jesta I.S. retail ERP solution
- Documenting specifications, validation, quality assurance & implementation of merchandising solutions

BUSINESS DEVELOPMENT & OPERATIONS CONSULTANT **2010-2015**

Franchise Concepts Limited (Subway® Development Agent Office), Trinidad

- Facilitated franchisee recruitment, business development, consultation, renovation, evaluation, quality assurance, customer service training, & marketing adaptation in 15 countries & 90+ store locations

STRATEGIC RESEARCH CONSULTANT **2009**

ECA Group (Eurocopter), France

- Strategic evaluation of the evolution & trends of current state ICT services in the Aerospace industry
- Proposed a novel service-innovation & integration market strategy & future state service portfolio
- Requirements elicitation through document analysis, interviews, stakeholder analysis & engagement

INFORMATION SYSTEMS MANAGEMENT CONSULTANT **2009**

Econocom-Osiatis, France

- Performed a comprehensive evaluation via expert qualitative interviews on open-source system implementation & adoption in high availability transaction-processing environments;
- Executed SWOT & PESTLE analysis on French public administration sector; Aligned business & functional requirements with open-source framework solution; Utilised industry-standard IIBA® BABOK® methods

PROFESSIONAL EXPERIENCE (CONTINUED)

LINUX & UNIX SYSTEM SERVICES ANALYST

2007

Flow (Columbus Communications), Trinidad

- Linux & Unix Network Operation Centre server management & enhancement
- Implemented foundational high availability VOIP servers powering country-wide client telephone service
- Innovated backup solutions for 6 mission-critical Domain Name System & Mail servers for client service
- Monitored & updated SolarWinds network performance maps, minimising disruption time

INFORMATION TECHNOLOGY SYSTEMS ANALYST

2006

Arthur Lok Jack Graduate School of Business, Trinidad

- Pioneered & procured IT Systems services for automating & simplifying business & technology processes
- Enhanced internet & intranet websites; Excelled at system & network management (server overhaul)
- Delivered customer service & helpdesk support to over 1000 staff & students; IT cost-benefit analysis

SOFTWARE & WEB SERVICES DEVELOPER

2005

Symbio Technologies, New York, USA

- Immersed in Linux environment, open-source software philosophy & thin client concepts
- Designed & developed two internal company websites (PHP/MYSQL & Mambo CMS)
- Created unique Mozilla-Firefox kiosk-browser extension (XUL/JavaScript); Augmented company publicity

EDUCATION

Comprehensive Business Analysis (IIBA®-endorsed professional development certification)

2015-2016

Aligned with IIBA® BABOK® & PMI® Business Analysis for Practitioners: A Practical Guide

McGill University, School of Continuing Studies, Montreal, QC, Canada

MSc, International Master in Management of Information Technology

2007-2009

Erasmus Mundus Scholarship (Laudatur)

IAE Aix-en-Provence, France • Turku School of Economics, Finland • Tilburg University, The Netherlands

BBA, Bachelor, Computer Information Systems

2004-2005

Presidential Scholarship (Summa Cum Laude; President's List Honors; GPA: 3.97)

Monroe College, New Rochelle, New York, USA

AAS, Associate, Information Technology: Information Systems Development

2002-2004

College of Science, Technology, & Applied Arts, Trinidad

PUBLICATIONS

- "User Acceptance in System Implementation" Asset: SBIT .ego Magazine: Vol. 8, Edition 1, Dec. 2008, pg. 38

PROFESSIONAL ASSOCIATIONS

- International Institute of Business Analysis (IIBA® Region of Montréal) LinkedIn Group
- Association for Computing Machinery (ACM) member since 2004
- Erasmus Mundus & IMMIT Alumni Ambassador & Volunteer, EMA elected PRNet Program Representative