

Atieh Nikpey

Ottawa, ON

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Innovative, experienced business professional with 5+ years of hands-on expertise in business analysis, data analytics, dashboard design, process improvement projects, and supply chain operations. Drives desired changes through effective outreach communications with business users and builds strategic relationships to gain insights through data. Achieves results by collaborating with cross-functional teams, a personal commitment to continuous learning, and the application of modern management concepts.

SUMMARY OF QUALIFICATIONS

- Collaborates closely with the stakeholders, provides guidance and support on data analytics and reporting needed to produce useful insights, and supports defining besides implementing actionable recommendations
- Communicates effectively and listens actively to elicit the requirements of business users, transforms them into technical specifications, and manages projects considering scheduling, allocating, monitoring, and reporting
- Utilizes well-developed organizational and detail-orientation skills to integrate the data, document the process, and engage with cross-functional teams to ensure the quality of data and governance
- Highly skilled in designing and developing dashboards to effectively report KPIs and essential metrics
- Demonstrates excellent analytical skills plus a keen eye for small details to manage data
- Experienced with Tableau visualization tool, Power BI, SQL, and Microsoft Office suite, including PowerPoint
- Leverages BPM concepts to analyze and optimize organizational workflows, utilizing BPMN to model processes within an organization using Visual Paradigm/Visio
- Excellent presentation and writing skills, with the ability to keep the audience engaged and interested

EDUCATION and CERTIFICATION

Certification of Capability in Business Analysis (CCBA®) **June 2023**

IIBA, Toronto, ON

Master of Business Administration- Operation Management **Sep 2009- Sep 2012**

(Equivalent to a master's degree according to WES- ECA#4903678IMM)

University of Tehran, Tehran, Iran

Bachelor of Science in Industrial Engineering- System Analysis **Sep 2005- Sep 2009**

Sharif University of Technology, Tehran, Iran

PROFESSIONAL EXPERIENCE

Senior Business Analyst **March 2021- May 2023**

Behin Keyfiat Shomal Co., Iran

- Accomplished effective requirement gathering through document analysis, interviews, workshops, and workflow analysis, maintained them through the entire life cycle using the Traceability Matrix, and documented them using tangible deliverables, such as functional specifications, use cases, user stories, workflow/process diagrams, and data flow/data model diagrams
- Liaised between business and technical personnel to ensure a mutual understanding of requirements, prepared training materials, facilitated training sessions and support for individuals impacted by the implementation of the new system
- Analyzed the current state by understanding the business needs and business plans through conducting interviews with key business users, envisioned the future state, performed a gap analysis, and utilized a cost-benefit analysis to justify the implementation of specific software or product based on the BABOK
- Responded to RFPs by analyzing technical issues, troubleshooting system problems and operational tickets, assisted in prioritizing and customizing inputs for projects, and allocated the necessary resources

- Managed project control for one major project and seven minor projects with an average alignment of 90% with the schedule using Microsoft Project, implemented cost control measures resulting in a 5% reduction in project costs, provided project performance analysis, and reported KPIs to CEO
- Studied efficiency, effectiveness, and areas in need of enhancement to define improvements to the supply chain operations. Explored and evaluated various solutions by collaborating with QA teams to define user acceptance testing triage, participated in the implementation of an integrated domestic ERP system, and assessed the project deliverables in comparison with established standards, resulting in a 7.5% decrease in order completion time
- Collected data, cleaned it via utilizing Excel, Power BI, and SQL, built effective dashboards and reports, and provided required guidance to users to actively study the trends, accomplish the sensitivity analysis, and make the right decisions

Senior Process Improvement Analyst**November 2018- February 2021**

Behin Keyfiat Shomal Co., Iran

- Translated strategic goals into well-defined operational objectives utilizing the BSC model, developed KPIs and reporting metrics for a \$4M supply chain, collected data, leveraged Power BI to study and visualize trends, and conducted comprehensive assessments to ensure compliance with established targets
- Proactively engaged in risk assessment associated with each process through the application of the FMEA method, and collaborated with a cross-functional team to develop a mitigation strategy for identified risks
- Utilized Visual Paradigm to visualize and map production processes, enabled the identification of potential bottlenecks, discovered the root causes by fishbone diagram as well as the 5- WHY technique, and formulated effective strategies to overcome them

Supply Chain Specialist**March 2013- October 2018**

Behin Keyfiat Shomal Co., Iran

- Designed and executed Enterprise Resource and Budget Planning using Microsoft Excel proficiently to foster synergy within supply chain operations, while improving the forecast variance for cashflows by 5%
- Formulated the minimum and order inventory considering the lead time, set a control process to continuously check the inventory levels to identify critical items to the supply chain and formulated the warehouse monetary value and achieved a 5% decrease in this metric
- Designed a product-service database containing 5,000 items utilizing Access to integrate all the present information required for each procurement. This database encompasses the relevant criteria and standards, qualified suppliers, purchasing channels, and technical and financial documents

Purchasing Specialist**March 2012- February 2013**

Behin Keyfiat Shomal Co., Iran

- Coordinated with cross-functional teams including finance, sales, quality, and engineering to support procurement strategy, resulting in a 7% improvement in lead time and a 5% decrease in material cost
- Verified the completeness of PO documents, placed orders from selected channels and qualified suppliers, organized arrangements for receiving acceptable quality items in the warehouse by the delivery date, and ensured reception of the necessary documents
- Verified the acceptance of each order, arranged returns in adherence to agreements when necessary, and managed the associated financial documents