



# Bilal Zafar

## *IT Business Intelligence Analyst*

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### Profile

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Experienced Business Analyst with a solid 3-year track record in the telecom and IT industry, where I have effectively managed both in-house and outsourced teams, often comprising up to 12 individuals. I excel in collaborative environments, and I am committed to continuous learning, keeping my technical skills sharp. My strong communication and problem-solving abilities make me an effective team player and a valuable asset to any project.

**Having recently relocated from Pakistan to Denmark, I am now actively seeking new career opportunities in this exciting and dynamic region. I possess the legal right to work in Denmark and do not require any visa sponsorship.**

### Skills

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Business Process Modeling • Process Automation • Workflow Management  
Change Management • People Management • Stakeholder Management  
Conflict Resolution • Risk Analysis • System Analysis • Agile Methodologies  
Solution Design • IT Development • Project Delivery • Software Development  
Web Development

### Professional Experience

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- Jul 2020 – Aug 2023    **Business Solution and Development Analyst, Telenor**
- Accelerated and managed end-to-end projects in Business Support Systems, encompassing areas such as CRM (Oracle Siebel), Integration, Enterprise Product Catalog, and Distribution Management Systems.
  - Orchestrated collaboration with key stakeholders to analyze and refine business requirements; achieved a 20% increase in operational efficiency.
  - Streamlined vendor evaluation process, implementing a scorecard system based on quality, reliability, and cost; reduced evaluation time by 30%.
  - Addressing potential project risks and issues; increased team productivity by 20% and ensured on-time project delivery.
  - Adopted the agile principles, values, and methodology to strategize, oversee, and deliver solutions reduced the efforts of the team by 50%.

- Accountable for the comprehensive management of change requests, overseeing all phases to ensure a seamless and efficient process.

May 2019 –  
Jun 2020

**Full Stack Developer, Arcana Info**

- Developed code following common security practices and development patterns using MEAN stack.
- Completed requirements gathering, planning, designing, and user acceptance testing for 5+ applications.
- Ensure the application's ability to work with multiple APIs and databases.
- Transformed secure authentication and authorization mechanisms to protect user data and ensure application security, resulting in a significant reduction in potential security breaches.
- Facilitated the successful completion of projects by implementing industry best practices such as Agile and SCRUM methodologies.

Jul 2017 – Apr 2019

**Software Developer, Enterprise Logic**

- Led the development of an advanced Enterprise Intelligence Platform, ensuring the seamless integration of diverse modules and functionalities.
- Designed a live location tracking module using Google Maps API, providing real-time analysis and alerts.
- Devised procedures and scripting solutions to automate repetitive tasks and enhance productivity.
- Mastered the utilization of H2 Database (In-Memory) and NEO4j Database, combined with the finesse of Cypher query language, to attain streamlined and efficient data management and analysis.
- Integrated social media platform analytics for Facebook and Twitter, extracting valuable insights and metrics.
- Collaborated closely with the project team to prepare and review comprehensive design documents, ensuring accuracy and alignment with project goals.

Jun 2016 – Jun 2017

**Web Developer, DAEWOO International Corporation**

- Drove deep engagement across cross-functional teams, involving developers, product managers, and stakeholders in the design process, resulting in enhanced alignment, a 15% decrease in rework, and a 20% increase in successful project delivery.
- Built responsive layouts, optimizing the user experience across diverse devices and screen sizes.
- Developed and implemented custom WordPress themes, functions, and plugins by translating Photoshop layouts into clean HTML/CSS code; optimized website load time by 40% and improved user engagement metrics by 25%.
- Harnessed cutting-edge front-end technologies to construct websites, prototypes, and applications, ensuring alignment with industry trends and best practices to accomplish the task.
- Created app themes and assets for Android and iOS, ensuring compatibility across various screen sizes for a seamless user experience

## Education

**Bachelor of science in Software Engineering, IIUI**  
Object Oriented Programming, Data Structure and Algorithm, Computer Programming, Database Management Systems, Human-Computer Interaction, Web Engineering, Software Engineering, Software Quality Assurance and Testing, Technical Report Writing

Islamabad, Pakistan

## Languages

**English**  
Professional

**Urdu**  
Mother Tongue

**Danish**  
Started learning in Municipality course

## Projects

**Encryption of Customer Data - CRM - Siebel, @ Telenor**  
I played a key role in a Telenor project, enhancing customer data security by implementing encryption for sensitive information in the CRM system. My dedication to cutting-edge security solutions underscores Telenor's commitment to data confidentiality and customer trust.

**Electronic Recharge System, @ Telenor**  
I spearheaded retail app ownership in the ERS project, enhancing the Telenor retailer billing system. Collaborating with cross-functional teams and incorporating user feedback, I created a seamless interface, improving operational efficiency and delivering real-time insights.

**Enterprise Intelligence Platform, @ Enterprise Logic**  
In today's dynamic world, merging law enforcement and innovative software is crucial. My tech and public safety experience intersected in a transformative project, boosting a law enforcement agency's efficiency through a robust Java backend and user-friendly front end. This architecture ensures reliability, scalability, and compatibility with existing systems and future tech advancements.

**All That SaaS**  
It is a comprehensive resource platform dedicated to Software as a Service (SaaS) products and services. It features detailed reviews, comparisons, and insights on a wide range of SaaS tools and applications across various categories, helping businesses and individuals find the right solutions for their needs. The website also provides information on the latest trends and developments in the SaaS industry, as well as tips and best practices for maximizing the benefits of using SaaS applications.

## Interests

E-Gaming, Cooking, Travel and Exploration, Photography

## References

I would be happy to provide you with the contact information of my former managers upon request.