

Soha Solouki

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QUALIFICATION SUMMARY

Over five years of experience as a Business and Insights Analyst, proficient in business and market performance analysis, business and functional requirement analysis, multi-stakeholder and client management, project management, and business process improvement.

With the relevant academic background of two master's degrees in Digital Transformation & innovation and Business Administration (MBA) and a bachelor's degree in Electrical Engineering, I have been able to complete challenging analytical projects as a liaison between customers, senior executive, and technical departments in cross-functional and agile teams.

Core Competencies: Tableau, Advanced MS Excel, SQL, APIs, MS Visio, MS Project, market research, gap analysis, qualitative & quantitative data analysis, in-depth interview, research methodologies, elicitation techniques, strong organizational skills, and people & communication skills.

WORK EXPERIENCES

Achievers Solutions Inc.

Technical Consultant, Full-time

Nov. 2021 – Present

- Lead on all technical implementation components of Achievers Platform implementation, from design, configuration, to testing and integration.
- Consult with Enterprise clients, typically over 5,000 employees with global requirements and complex structures, to gather business and technical requirements, align requirements to product functionality, and offer best practice and scalable solutions.
- Investigate product issues by configuring proof of concepts and interacting with product management.
- Provide technical design consulting for API-based integrations, configure system integrations, single sign-on, platform modules and site content, and verify configurations and identify bugs using test scripts.

University of Ottawa – Telfer School of Management

Graduate Research Assistant, part-time

Sep. 2018 – Aug. 2020

- Conducted primary research on Agile Knowledge Management Practices & Technologies in Agile Organizational Entities such as DevOps (Development & Operations) teams in major SaaS companies using advanced quantitative and qualitative research tools and techniques including advanced MS Excel and Dedoose data analysis software to develop a questionnaire, collect, analyze, interpret, and visualize online/in-person interviews and workshops data.
- Provided actionable insights to software development teams at DevOps Summit 2019, Ottawa; Gave consultation on how to use agile collaborative tools and innovative techniques in the software development life cycle (SDLC) to manage internal and external client inquiries.

- Writing the research findings as a journal article funded by Telfer School of Management.

University of Ottawa – Telfer School of Management

Researcher, full-time

June. 2017 – July. 2018

- Conducted secondary research on Resource Management of Entrepreneurial Family Businesses using behavioral, psychological, and economical survey/non-survey data sources and qualitative/conceptual research methodologies resulted in developing actionable recommendations on how to optimize and manage a family firm's financial, human, and social capital.

Pars Med Consortium Builder- Medical Device Market Research

Customer Insights & Research Analyst – Customer Engagement, full-time

Apr. 2014 – Sep. 2018

- Managed b2b clients' inquiries from order to delivery by handling clients' negotiations, gathering products specifications, analyzing customers' insights using customer experience (CX) KPIs, delivering basic training to customers, and ensuring a high level of client satisfaction.
- Liaised with the design/UX team, CX team, and business stakeholders to build a full-functioning business website (built by HTML, CSS, JavaScript), clarify requirements to write test cases, and develop strategic, research-backed, and SEO-friendly website content.
- Conducted market research; created and analyzed business and functional requirement documents (BRD & FRD) of new projects using gap and SWOT analysis, Visio workflow diagram, Tableau dashboards and Excel Pivot Tables to interpret and prioritize the solutions, provided executive team with insights and timely reports.

Aria Kian Auto parts manufacturer, OEM, of Peugeot's products

Technical Business Analyst, full-time

Sep. 2009 – Mar. 2014

- Liaised with IT/Engineering Agile SCRUM team to purchase and configure the ERP's warehouse module based on supply chain principles; Conducted full vendor analysis, interpreted internal /external business requirements for technology teams and vice versa using statistical techniques and MS project.
- Worked with a cross-functional team of 7 people to deliver and install an \$850,000 industrial oven line in 11 months; Oversaw the start-up, testing, and post-implementation operations to ensure compliance with protocols, requirement specifications, and KPIs.
- Designed and executed the factory's preventive maintenance (PM) plan in a cross-functional team; Debugged and re-configured the program codes of a robotic just-in-time (JIT) production line and trained a team of 4 operators to execute the technical test scenarios.

Sanee Ind. Co., Crawler Drills Manufacturer

Technical Engineer of Crawler Drills - Member of Family Firm

Sep. 2003 – Mar. 2015

- Designed products' manuals and catalogs for national and international exhibitions.
- Monitored internal and external organizational processes in team: assembling, QC, after-sale services, training courses

EDUCATION

Master of Science in Digital Transformation and Innovation (Electronic Business Technologies)

University of Ottawa - School of Electrical Engineering and Computer Science

Canada

Sep. 2018 – Oct. 2020

- Core courses: Web Services and APIs, Digital Marketing, Business Intelligence Technologies and Big Data Analytics, Data Mining for Business Applications, Internet Security.
- Master's thesis: "Knowledge Management Practices and Technologies in DevOps".

Master of Business Administration (MBA) – Business Integration

Julius Maximilian University of Wurzburg

Germany

Sep. 2010 – Mar. 2012

- Core courses: Information Technology services, CRM, Business Process Integration, Integrated Information Processing, Knowledge Management, Project Management, Analysis of Information Integration within and between International Companies.
- Master's thesis: "Characteristics of Enterprise Resource Planning (ERP) Systems in line with Localization – Microsoft, SAP, and Oracle Localization Approaches".

Bachelor of Science in Electrical Engineering – Electronics

Azad University

Iran

Sep. 2005 – Sep. 2009

SKILLS

- Advanced MS Excel, Macros, VBA
- Tableau
- SQL, PostgreSQL
- APIs, Postman
- Microsoft Office
- MS Access
- MS Project
- MS Visio
- Knowledge of data mining applications and databases
- Analytical and Data-driven
- Knowledge of APIs
- Knowledge of ERPs
- Avid learner
- Effective listening skill
- Teamwork and collaborative skills
- Client-focused
- Self-driven, Proactive & Problem solver
- Change management skill
- Ability to work in fast-paced environment
- Ability to manage multiple tasks
- Written and verbal communication skills
- Training and presentation skills
- Organizational & time management skill

CERTIFICATIONS

- Tableau for Data Science – Udemy.com course, 2020.
- The Complete SQL Bootcamp - Udemy.com course, 2020.
- Advanced MS Excel – Udemy.com course, 2020.
- MS Project, Pejvak institute, 2016.