**Mohsen Amouzegar**

**(Green Card Holder)**

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**SUMMARY**

* Pragmatic and solutions-driven Business and Data Analytics professional with 4+ years of experience in defining and documenting business and functional requirements for ongoing system enhancement.
* Professional experience in agile software development, Strategically-minded Salesforce administration expert working independently, and a diverse team to customize Salesforce.com environments.

**SKILLS**

* Highly expertise in agile, Scrum, Kanban, and Waterfall methodology.
* Advanced experience as a Salesforce Business Analyst & administrator, Salesforce Trailhead mountaineer
* Experienced in Tableau, SQL, UML, MS Visio, Jira, and Microsoft Office.
* Professional in CRM implementation, Business intelligence, Project Management (PMBOK), System Dev. Life Cycles (SDLC), Project Life Cycle (PLC), and knowledge in SAAS.

**EXPERIENCE**

**University of Central Florida, *Department of Information Technology*  Orlando, FL**

***Business Data Analyst***  ***June 2020 -Sep 2020***

***Defining and Managing Business Requirements***

* Created Business Requirement document (BRD) and Functional Requirement document. Provided recommendations using data to improve policies, procedures, and processes.
* Worked with project managers, established and managed the software development lifecycle (SDLC) for information technology.
* Developed business solutions defining KPIs and dashboards, implemented short and long-term goals.

***Salesforce Enhancement and Marketing Cloud***

* Analyzed, audited, and maintained data integrity of records, managed duplicate data, and merging data. Provided Tier 1 and 2 technical salesforce CRM and marketing cloud support.
* Developed complex Salesforce CRM and marketing cloud reports, and dashboards with a full data model based on business requests, ensured high levels of security compliance of users.
* Assisted in Salesforce automation and process building, developed new Salesforce CRM and marketing cloud configurations, and extensively tested developed solutions.

***Info Tech, Department of Information Technology and Software Development. Tehran, Iran***

***Business Analyst Sep 2015-Mar 2018***

* Collected, analyzed, and configured information, requirements for accuracy and quality.
* Presented solutions in written reports with analyzing, designing, testing, and monitoring systems in a waterfall methodology, analyzed customer business processes and recommended changes and solutions.
* Assisted with UAT in developing and maintaining quality procedures and appropriate documentation.

***Information Services Solutions, Inc. Tehran, Iran*** ***Network Engineer Feb,2012-Jul-2015***

* Designed and implemented networking infrastructure, Cisco Secure Access Control Servers, Cisco multiple site installations,
* Coordinated configuration, maintaining, and troubleshooting Cisco switches and routers.
* Configured & troubleshoot VLANs, Trunking on Cisco Switches, Inter VLAN routing, VTP & RSTP.

**EDUCATION**

**Florida Institute of Technology Melbourne, FL**

***MS in System Management-Information Systems, GPA: 3.72 2018-2019***

**Azad University,** **Kerman, Iran**

***B.S. in Information Technology, GPA: 3.12 2008-2011***

**CERTIFICATES**

***Agile Fundamentals Jan 2020***

***The Business Intelligence Analyst*** ***Mar 2020***