**Summary**

*Technologist with 8 years of experience in facilitating, negotiating, and managing key stakeholder relationships at all levels. Held operational and mid-level IT roles in public and private sector. Analytical thinker with experience in implementing and managing software applications with lean business processes. Expert in statistical, visual and data modeling; business research, and optimizing the end-to-end business flows to better align with technology initiatives and corporate goals.*

**Experience**

**\*In Progress – Google Data Analytics Professional Certificate**

Expected completion: September 2021

**Cybersecurity Business Analyst**– Reprivata

(Oct 2019-Dec 2019) Houston, TX

* *Agile Requirements Lead:* Lead SWOT analysis on the Global Threat Intelligence tool includes analytics dashboard, BI tools, and performance metrics in cloud infrastructure. Assessment and documentation of current state; creation of use cases, user stories, and other deliverables.
  + *Product Development:* Establish build versus buy; development of detailed business requirements through a variety of means including interviews; best practices; industry knowledge; performance measurement design; and refining system requirements analysis and related deliverables in building a minimum viable product (MVP)

**IT Systems Analyst** – 48Forty Solutions, LLC

(Sept 2018 – Feb 2019) Houston Texas

* *Business Analyst:* Reduced ticket backlog by 95% within 2 months by creating an internal reference library*.* Liaison to AppDev Team in communicating with key stakeholders in Executive Management, Finance, & Operations to review and validate functional and non-functional requirements.
* *System Administrator:* Provide technical support for business end-users on hardware/software issues. Developed current state models for core business functions (Sales Orders, Retrievals, PODs, Invoicing, Credit Memos). Develop & implement end-user training per User Roles

**Business Analyst** – City of Houston, Dept. of Public Works & Engineering,

(Feb 2016 – Aug 2018) Houston Texas

* *Business Data Analyst:* Developed and led trainings for groups of 10-100 staff members on new technologies and business processes Reviewing quality of data as it is collection ensuring it meets industry standards. Reporting lead extracted and cleansed data from multiple ERP systems (SAP, CityWorks, Lagan, Excel, etc.) following Capacity, Management, Operations and Maintenance standards including calculating key figures and parameters using established KPIs that meet functional business requirements
* *KPI / Requirements Lead:* Conduct extensive stake holder interviews with executive management, accounting, billing, customer service, and operations to improve efficiency, controls, and service delivery i.e., benchmarking key indicators: tracking cradle-to-grave Service Request-to-Work Order lifecycle reducing inefficiency by 60%. $141 million Budget preparation in strategic alignment with KPIs for Houston Water (Division)
* *Supervised:* 5-6 employees

**Regional Planning Coordinator, IT** – Fort Bend County

(Sept 2012 – Feb 2016) Richmond, Texas

* *IT Project Coordinator:* Identifying user Interface issues; inventoried 20+ content/CRM systems for 6 County-City organizations; Data analysis for programs to qualify State and Federal requirements with budget preparation of $5 million
* *Program Manager:* Secured DHS grant of $30 million for the Houston region spanning 5 counties of 6+ mil people.for Houston Urban Area Security Initiative (UASI) Program’s Regional Radiological & Nuclear Detection (RND) Program (Lead). Implemented Fort Bend County Levee Emergency Action Plan for 861.5 sq. mi. land, pop. of 742K+, secured eligibility 5+ Federal grants, >$100 million; Digitizing 12+ year backlogs on 100+ post-disaster issue documentation & improvement plans, elimination of inventory increased efficiency by 70%
* *Supervised:* 2 employees

**Contact**  
**Phone**: 832-370-7940  
**Email**: [n.zahra.rizvi@gmail.com](mailto:n.zahra.rizvi@gmail.com)  
[LinkedIn: Zahra Rizvi](http://www.linkedin.com/in/zahrarizvimpa/)

**Competencies**

* Analytical Thinking
* Business Analysis
* Business Intelligence
* Data Analysis
* Facilitation
* Problem Solving
* Project Management
* Requirements Gathering
* Requirements Validation
* Negotiation
* Software Frameworks – Lean, Agile, DevOps, Waterfall
* Technical Documentation

**Technical Tools**

* Cloud Computing (Azure)
* CRM Cloud Applications (Dynamics, Salesforce)
* Data Analysis (R program, SQL, Google Data Analytics\*)
* Data Modeling (Balsamiq, Excel, Visio)
* Data Visualization (PowerBI, Tableau)
* Enterprise Resource Planning Systems (CityWorks, Infor, ArcGIS, SAP – GL/FM)
* ITIL & IT Service Delivery (Business Process, Application Services, IT Skills)
* O365 / Microsoft Office Suite (advanced)

**Accomplishments & Awards**

* Led City’s first-time participation, AWWA Annual Benchmarking Survey, 2018
* Lean Six Sigma, Yellow Belt – 2017, City of Houston
* Established standardized User Acceptance Testing Issue Log – 2016, City of Houston
* Fundamentals of ArcGIS – 2015, TeachMeGIS.com
* Excellence in Emergency Management Award from Emergency Management Association of Texas (EMAT) – 2014, Fort Bend County
* Secured $30 million, 4-year DHS grant for Houston region
* Public Official of the Year Committee – 2010

**Education**  
**Masters of Public Administration (MPA), University of Houston**  
Quantitative Methods & Research Methodology – May 2012   
  **Bachelors of Arts, University of California, Berkeley**   
History – June 2007

**Magna Cum Laude / Honors**

**Zahra Rizvi**