

Navid Armanfar

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Business Analyst: Requirements, Data Quality and Process Controls

OBJECTIVE

Business analyst completing a graduate certificate in Information Systems Business Analysis, with over two years of experience across process design, requirements work and operational reporting. Available for analyst roles from January 2027. Project case studies and process documentation at navidarmanfar.com.

TECHNICAL SKILLS

- **Requirements and Analysis:** Business, functional and non-functional requirements; use case specifications and UML diagrams; business rules, data catalogues and dictionaries; user stories and acceptance criteria; requirements traceability matrices; stakeholder needs assessment and gap analysis.
- **Process and Controls:** As-is and to-be process mapping (BPMN swimlanes, Levels 2 to 3); DOWNTIME waste analysis; fishbone and 5 Whys; business-impact sizing; control identification and residual-risk rating; standard operating procedures and end-user training.
- **Data and Reporting:** SQL, Python, Excel (pivot models, lookups, VBA macros), Power BI, Tableau; data reconciliation and variance analysis; data-quality triage and defect recording; financial modelling; statistical analysis, hypothesis testing and regression.
- **Delivery, Testing and Tools:** SDLC in Waterfall and Agile; project schedules, critical path and earned value; backlog items, priorities and dependencies; test scenario and case definition; defect triage and escalation (UAT and QA Testing coursework in progress). Jira, Visio, Lucidchart, draw.io, HubSpot CRM, Microsoft Office, GenAI working tools.

EDUCATION & CERTIFICATIONS

George Brown College, School of Computer Technology **May 2026 to April 2027 (in progress)**
Information Systems Business Analysis, Graduate Certificate *Toronto, ON*

- Semester 1 completed at 3.68 / 4.0, with A+ grades in I.T. Project Management, Applied Business Analytics and Introduction to Information Systems.
- Coursework in progress: Agile Business Analysis, UAT and QA Testing, Technical Writing, Analytics Programming and Visualization, Business Analyst Case Study 2.

Lassonde School of Engineering, York University **September 2020 to April 2025 (completed)**
Bachelor of Science in General Science *Toronto, ON*

Entry Certificate in Business Analysis (ECBA), IIBA, in progress **2026**

Google Data Analytics Professional Certificate, Coursera and Google, completed **2026**

Power BI Data Analyst Associate (PL-300), Microsoft, in progress **2026**

Ontario Life and A&S Agent Licence (HLLQP), FSRA Ontario, inactive **2024**

PROFESSIONAL EXPERIENCE

Canadian Tire **September 2026 to Present**
Automotive Service Advisor *Toronto, ON*

- Elicit the requirement from customers who can describe a symptom but not its cause, and write it into a repair order specific enough for a technician to act on without coming back for clarification.
- Sequence concurrent jobs across technicians and bays against committed completion times, re-planning when a job overruns or a part does not arrive, and communicating the revised commitment before the customer has to ask.
- Build repair estimates and manage variance against the original quote when additional work is diagnosed mid-job, presenting the revised cost and obtaining authorization first.
- Document warranty claims to manufacturer and program standards, keeping records that hold up when reviewed months later by someone who was not present.

Operations and Parts Advisor **June 2025 to September 2026**

- Investigated a daily replenishment exception queue running at roughly 80 percent false positives for over a year, until staff stopped trusting it including the real flags, and brought it from about 250 items a day to about 50 in a two-week remediation I co-led.
- Isolated three causes in a near-even split using fishbone and 5 Whys: capacity settings exceeding shelf space, system counts diverging from physical stock, and department misclassification, then corrected each at source with the owning team.
- Wrote the six-requirement BRD myself, with user stories, acceptance criteria and a traceability matrix pairing every diagnosed cause with a named owner and a working control.

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- Measured 4 to 12 person-hours a day of avoidable handling, published an illustrative extrapolation of 1,800 person-hours a year, and rated the residual risk.
- Authored the diagnose-and-route procedure and delivered the all-staff training that sustained the fix, while processing about 50 parts orders daily. Published at navidarmanfar.com/case-fill-list.

Combined Insurance

December 2024 to June 2025

Life and Disability Insurance Agent

Toronto, ON

- Assessed client circumstances against documented suitability standards before making a recommendation, explaining regulated products to clients across a wide range of financial literacy.
- Kept records of interactions, disclosures and policy submissions to a standard built to survive an external review.

Wiedehopf

March 2024 to September 2024

Technical Sales Representative

Vaughan, ON

- Owned a personal book of 300+ accounts in HubSpot CRM, maintaining record hygiene, de-duplication and pipeline-stage accuracy for sales reporting and forecasting.
- Ran discovery with buyers to map use cases onto product configurations, translating technical specifications into plain language.

Alliance for Equality of Blind Canadians

September to December 2023

Administrative and Research Associate (Contract)

Toronto, ON

- Managed organizational records, communications and reporting deadlines for a national not-for-profit, and synthesized research into structured documentation.

E-Commerce and Data Entry Associate, Spotted Clothing: customer, order and product data across 200+ SKUs; weekly sales and inventory reports

June to September 2023

Academic Tutor, Tutor Doctor: 20 long-term students, grades 6 to 12; concurrent, part-time

2019 to Present

BUSINESS ANALYSIS PROJECTS

Online New Patient Registration: Requirements Package

May to August 2026

George Brown College. Sole author of UC001 within a team of seven

- Wrote UC001 in full: a 15-step basic flow, five alternate flows, 13 business rules, a 14-element data catalogue and three UI specifications.
- Ran a DOWNTIME waste analysis and located the waste inside the control itself: a manual front-desk review meant to catch errors was driving a 10 to 15 percent error rate and a 30 to 60 minute cycle time. Specified the pre-submission gate that replaced it, covering consent capture, eligibility validation, duplicate prevention and document readability, behind stated targets of 95 percent fewer errors and a 10-minute wait.
- Traced every requirement from business goal to report specification, then audited the submitted package myself and logged 13 specification defects with resolutions. Published at navidarmanfar.com/case-clinic.

Growth Strategy Report: AYD Internet Marketing

April 2026

Riipen Level UP Industry Project. Elected project lead, team of five

- Sourced the client engagement myself and was elected project lead by the team, running a 60-hour engagement to structured milestones with regular client check-ins.
- Audited public messaging against actual service delivery to isolate a positioning gap, then delivered three costed options and a 30/60/90-day plan with success metrics.

Business Case and Three-Year Financial Model

December 2023 to February 2024

Board Game Cafe Venture, Newmarket, ON. Sole modeller, two-person venture

- Built the three-year financial model covering revenue projections, cost structure and break-even, and secured \$70,000 in BDC loan approval on the strength of the business case. The venture did not launch and the facility was never drawn.

Analyst Portfolio and Case Studies: navidarmanfar.com

2026

Self-directed. Sole author of the site and every write-up on it

- Publish and maintain a public case-study site presenting two full business analysis engagements as process models, root-cause diagrams, traceability matrices and charts, with every figure labelled measured, observed or extrapolated and anything never re-measured stated as such.

INTERESTS & HOBBIES

Marathon finisher | Chess (1800 Chess.com) | Karate black belt | Former Ontario CSL soccer