**PIERRE-LUC RIGAUX M.Eng, ITIL, CCBA**

# SOFTWARE ENGINEER | BUSINESS ANALYST

*Client focused software engineer with a specialty in business analysis. Adept at communicating with business stakeholders to explain problems, opportunities and solution options to optimize business capabilities.*

# TECHNICAL SKILLS

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| **Language & Technology:** | Java, J2EE, C/C++, Ruby, SQL, R, SAS Spring, Hibernate, Matlab, OSGi, TCP/IP. |
| **Software:** | Eclipse, Open Office API, MS Office, MS Project, MS Visio, Visual Studio, Sharepoint. |
| **Software Engineering:** | ITIL, ISO 29110, BABOK, PMBOK, UML, BPM, Polarion, JIRA, Track, SVN. |
| **Web Application:** | Tomcat, Jetty, Resin, Apache Sling, Jasper. |
| **Web:** | REST, SOAP, GWT, JSP, HTML, PHP, XML, XSL, JSON, XPath, XML Schema, JQuery, Ajax, JavaScript, CSS, SASS, HAML, Oracle, SQL Server. |

# PROFESSIONAL EXPERIENCE

## Aimia, Montreal, Quebec, Canada 2015

Senior Business Analyst Consultant

* Elicit requirements for new Location Base Marketing project. Establish a scenario framework to display project's value toward main department's stakeholders.
* Gather requirements to enable to use points to pay the booking taxes. Demystify the taxes handling complexity, led the risk analysis and expose four (4) different options with the strengths and tradeoffs assessment for each of them to help.
* Migrate the current incident tracker applications from two (2) different divisions toward the new Service Now platform. Ensured that each department’s software needs of will be continually met. Perform business readiness and change management.
* Gather requirements among different departments on the new Speech Analytics Solution on phone conversation.

## National Bank, Montreal, Quebec, Canada 2014

Business Analyst, Consultant

* Determined requirements for Risk Glossary, Taxonomy, Metadata and Data tracing to comply with Basel Committee policies. Saved money by ensuring that the non-functional requirements are taken care properly using an own‑made framework.
* Elicit the Business Continuity requirements. Documented the business readiness based APQC's framework to support the change management, in part by reviewing all stakeholders and how they were impacted. Mapped the process that triggers the continuity mode. Led the choice of the Continuity Site by a programmed Decision matrice.

## Air Canada, Montreal, Quebec, Canada 2013 – 2014

Business Analyst, Consultant

* Contributed to project development cycles, activities and enhancements including: requirements gathering workshops, concept development, design, development, acceptance testing, implementation and deployment support. Led periodic meetings with the vendor ensure the requirements are understood and the development is on track.
* Performed data mining for booking application efficiency measures. Assisted in the development of technical specifications, process flows and diagrams. Defined use cases and high-level test scenarios for the test team.
* Designed the user interface requirement of the new E-Upgrade. Fortify requirements by ensuring that all exceptions are handled properly by the interface.

## Vandal Games, Montreal, Quebec, Canada 2012 – 2013

Software Development Practices Consultant, Change Manager

* Enhanced software development practices to increase efficiency and quality while reducing development time through assessing conformity, initiating and coaching change management, trained team on ISO 29110 good practices, coached Scrum software development adapted practices and implemented software configuration management methods.
* Results: improved software documentation and management of projects, versions, requirements as well as software testing and integration. Introduction of Knowledge Management System used collaboratively.

## ÉTS, Montreal, Quebec, Canada 2012

Software requirements and specifications teacher assistant

* Taught software requirements and needs. Led workshops on the writing of Vision Document and Software Requirement Specification.

## Pratt & Whitney Canada, Longueuil, Quebec, Canada 2012

Business Analyst

* Contributed to the creation of an aftermarket business model by benchmarking similar systems in other industries, performing Business Capability Analysis to scope the project and identify gaps and managing the project Key Performance indicators. Defined use cases and high-level test scenarios.
* Defined project mission, objectives, strategies and tactics for E-Logbook project. Wrote E-Logbook business case to determine its benefits and provided alternate solutions with their rationales. Analyzed Canadian and American aircraft engine logbook legal regulations, created requirements package and conducted requirements presentations for senior executives. Identified opportunities for change by performing SIPOC.

## MATI, Montreal, Quebec, Canada 2010 – 2011

Software Architect, Functional Analyst, Business Analyst

* Created an electronic portfolio to support the development and assessments of individual students’ learning and competencies. Wrote and managed business and software requirements and developed learning assessment workflows.
* Improved MATI’s software development processes based on ISO 29110 standard.

## Nexio Group, Montreal, Quebec, Canada 2005 – 2010

Analyst Programmer, Business and functional Analyst

* Implemented a tool to document ITSM, SOX and Cobit processes for CBC and Domtar, thereby improving the application’s initial load and back-up functionalities. Developed an automatic application installer with NSIS and an automatic data-mining tool used for reporting.
* Streamlined thesis deposit process and developed a support application for UQAM (Quebec public university with 8K postgraduate students). Improved process by 40%. New document generator engine library was used in other projects.
* Improved safety practices of Cascades (company produces, converts, and markets packaging and tissue products) by producing an application to register safety observations and infractions. Performed data and process modeling, implemented reporting capabilities, developed user interface and provided technical support.
* Developed an application to help professionals treat post-traumatic stress disorder (PTSD) among 2K Canadian military veterans. Created test cases and supported QA activities.

## HEC Montreal, Montreal, Quebec, Canada 2004 – 2006

Analyst Programmer

* Introduced cloning capabilities and other elements to Evatic, a knowledge base on Information and Communications Technology, thereby improving the user friendlessness and efficiency of the application.

## Idea Solutions, Montreal, Quebec, Canada 2003

Software developer

* Developed modules for creating and tracking dental appointments as an in-house solution. Established a simple process to integrate the modules within the main solution that improved development efficiencies.

## Ubisoft, Montreal, Quebec, Canada 2000 – 2003

Software developer

* Implemented server to allow gamers to create or join game sessions based on their characteristics and skills. Gathered requirements and performed functional analysis, performed architectural and detailed design, programmed server components and developed test modules. Adapted and improved game’s servers and libraries. Server was utilized by fifteen internal and five partner’s online games with a capacity of 10K simultaneous players.
* Developed a data exchange library based on Selective Repeat Protocol (SRP) for Linux and Windows.

# CERTIFICATIONS

Information Technology Infrastructure Library 2011 (ITIL 2011) Expert, AXELOS, 2015

Certified Process Design Engineer (CPDE), ITSM Academy, 2015

Business Relationship Management Professional (BRMP), Business Relationship Management Institute, 2015

Competent Certified Business Analyst (CCBA), International Institute of Business Analysis, 2012

# EDUCATION

Master Software Engineering, Superior Technology School, Montreal, Canada, 2014

Bachelor Electrical Engineering, Sherbrooke University, Sherbrooke, Quebec, Canada, 2000

# ASSOCIATIONS

Toastmasters, PMI, IIBA