

Didi Hameed

235 West 16th Street, Hamilton, ON L9C 4C7 ▪ Tel: (905)923-2706 ▪ didi.hameed@ontario.ca

Work Experience

I&IT Business Analyst: June 2021- Present

Ministry of Attorney General Solutions Branch, Justice Technology Services Cluster

- Led a team of 5 members building a **CRM system for Ontario Justice Centres** and effectively **re-engineered** their current **business process** using **MS Dynamics**.
- Suggested and led the adoption of **Agile** by my team and facilitated the daily **stand-up** meetings, **sprint planning** meetings, and client **demos**.
- Built and managed the **product backlog** using **Azure DevOps** and led the **backlog grooming/refinement** activities.
- Guided **requirements gathering workshops**, helped clients to understand **their needs**, and **provided** them with **innovative solutions**.
- Created **business requirements documentation (BRD)**, **activity diagrams**, **state diagrams**, and entity-relationship diagrams (**ERD**) using **Visio** and other MS apps.
- Conducted **smoke/sanity/regression testing**, reported bugs, and analyzed their root cause.
- led the user acceptance testing (**UAT**) phase.
- Updated management with project status and provided the information required for proper decision making.

I&IT Business Analyst: Aug 2020- June 2021

Health Services I&IT Cluster, Ontario Ministry of Health

Projects: Migration from, BIDA Data Platform Modernization, Data Integration Initiative (DII), COVAX Reporting, and Ontario Seniors Dental Care Program (OSDCP) Reporting.

- Led a project for the **Health Data Branch** to migrate from a legacy ticketing system to Jira.
- **Gathered requirements** from clients through focus group meetings and discussions.
- Performed **As-Is and To-Be** system analysis, identified the current system pain points and provided a practical solution that improved the current process.
- **Built** a CRM using **JIRA Service Management** (a.k.a. Jira Service Desk).
- **Assisted the I&IT architect** in preparing some artefacts required for the Architecture Governance Point (AGP) reviews.
- Met with **external vendors**, analysed **business options feasibility** and **guided technology selection by senior management**.
- Prepared functional and technical **documentation**, **work breakdown structures**, **user manuals**, and **end-user training material** to ensure proper team members/client communication.
- Developed a monthly **status reporting system** using **Confluence** that informed decision making.

Health Policy Research Assistant: Sept 2018-Aug 2019

Health Policy and Management Department, DeGroote School of Business, McMaster University

- Conducted **research**, identified **literature gaps**, and assessed existing **provincial policies**.

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- **Analyzed** the Ontario Discharge Abstract Database (**DAD**) to study the characteristics of **alternate level of** care senior patients. Used **SAS and R** to clean, transform and analyze data.

IT Business Analyst/Product Owner: Jan-Aug 2018

Mohawk mHealth & eHealth Development and Innovation Centre (MEDIC), Hamilton, ON

- **Led a team of 8 members to develop** an electronic medical record **EMR Web Application** and **integrate** it with the provincial patient portal (**Clinical Connect**).
- Developed and maintained **requirements documents, product backlogs, and sprint plans**.
- Liaised between **Scrum teams, clients, and two provincial entities (OntarioMD and eHealth Ontario)**, to **clarify, prioritize, and refine requirements**.
- Run the **daily stand-ups, sprint/release planning, and retrospective meetings**.
- Conducted **usability studies** and created **standard documentation/user manuals**.
- Assisted the maintenance of **project timelines, schedules, and status reports**.

Lecturer and Drug Information Preceptor: 2015-2017

College of Clinical Pharmacy, King Faisal University, KSA

- Designed the Drug Information rotation curriculum and supervised interns' training.
- Facilitated deep and constructive learning of undergraduate courses.

Scrum Product Owner and Senior IT Business Analyst: 2011-2014

Softxpert Inc, Alexandria, Egypt

- Conducted **market research/analysis to define new features/enhancements** for two automated **mailrooms systems** (PostScan Mail® and Mail Labs®) based in the USA.
- Worked closely with **UX designers, developers, testers, and other stakeholders** to **prioritize the product backlog and refine requirements**.
- Supported project management tasks including **scope management, resourcing, scheduling, and progress monitoring**.
- Led a team of 10 members migrating from Agile to Waterfall environment and guided them through the full product life cycle.
- Led the implementation and **go-live** of two products.
- Facilitated **daily stand-ups, sprint/release planning, and retrospective** meetings.

IT Business and System Analyst: 2009-2011

Andalusia for Business Solutions, Egypt

- Completed the **As-Is and To-Be analysis** of three medical modules of a Hospital Information System leading a team of 15 members.
- Created **standard documentation**, wrote use cases, and designed activity diagrams, use case diagrams, and Entity Relationship Diagrams.

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I&IT Skills

- Designing **prototypes, databases, and Business Process models** using **MS Visio**, Lucid Chart and Just in Mind.
- Managing **Agile projects** and **products backlog** using **Jira** Software/Service Management, **Confluence** and **Azure DevOps**.
- Writing **SQL queries & R codes**, working knowledge of **SPSS, SAS, and Power BI**.
- Expert user of **MS Dynamics**.

Education

Master of Science in eHealth: 2017-2019

McMaster University, Hamilton ON

- **Relevant Courses:** Modern Software Technology, Statistics for Health, Data Analytics and Big Data, Project Management, and Management Issues in Health.

Master of Clinical Pharmacy (PharmD): 2011-2013

Faculty of Pharmacy, Alexandria, Egypt

Information Technology Pre-Master's Program: 2009-2011

Institute of Graduate Studies and Research, Alexandria University, Egypt

- **Relevant Courses:** Web Technology, Problem Solving Techniques, Database Systems, Data Structure, Information System Analysis and Application, and Multimedia Technology.

Certified Oracle 10g Developer and Administrator: 2007-2008

Ministry of Communications and Information Technology, 9 Months Scholarship Program, Egypt

Bachelor of Pharmaceutical Sciences: 2001-2006

Faculty of Pharmacy, Alexandria, Egypt