

ALEKSANDR MITASOV

BUSINESS ANALYST — Business Analysis, Requirements Gathering, & Enterprise Applications

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SKILLS

- **Business Systems:** WFM platforms, CRM systems, SaaS solutions, ERP integrations, real-time data validation
- **Documentation Tools:** JIRA, Confluence, MS Visio, user stories, acceptance criteria, & backlog deliverables
- **Data Analysis:** Python, SQL, Excel pivot tables, database design, reporting dashboards, forecasting models.
- **Web & Database:** PHP, JavaScript, HTML-CSS, Laravel framework, MySQL, PostgreSQL, MSSQL databases

WORK EXPERIENCE

Business Analyst

March 2022 – Present

RozumSoft

Remote

- Executed a full-scale WFM migration for 6,000 users by designing a one-week transfer plan and applying rapid SQL-based validation checks, completing the migration in 1 hour without data loss and ensuring 100% continuity.
- Engineered database architecture of 200 relational tables and implemented forecasting algorithms using mathematical modeling, enabling generation of optimized agent schedules with 20+ legal and service-level restrictions.
- Directed backlog management across 60 sprint sessions by structuring 500+ user stories and epics in agile format, which streamlined development workflows and raised sprint completion efficiency by 25% across all releases.
- Deployed cost optimization by replacing licensed WFM tools with SaaS-style in-house system, embedding scheduling modules and integrations, which cut operational maintenance expenses by 50% for client accounts.

Business Analyst

November 2017 – March 2022

Telecontact

- Integrated 5 internal and 3 client systems by documenting 200+ user stories in agile epics, coordinating with cross functional teams through Jira workflows, which accelerated delivery velocity and minimized rework iterations.
- Expanded contact-center scale from 50 to 200 agents by applying automation and telephony routing models, which boosted inbound SLA compliance from 40% to 80% and enhanced client service performance metrics.
- Constructed KazPost national call center solution by authoring full-stack business documentation during development, enabling deployment without client-provided specifications and achieving 100% process automation.
- Supervised QA testing and restructured database architecture by implementing query optimization and indexing, achieving a 30% uplift in platform reliability while reducing system downtime hours across operational modules.

Full Stack Developer

June 2016 – November 2017

Telecontact

- Designed daily outbound sales and SLA reports using PHP, SQL, and Excel macros, cutting manual handling time by 80% and increasing reporting accuracy, which strengthened campaign monitoring across all clients.
- Redesigned outbound interface architecture by optimizing CRM workflows and integrating real-time APIs with banking partners, reducing agent preparation time by 40% and increasing overall productivity of 100+ agents.
- Maintained large-scale insurance project as developer-analyst by coding PHP modules, optimizing SQL queries, and collecting requirements, automating the policy cycle and reducing manual processing workload by 70%.
- Developed call routing and SLA tracking modules for financial-service clients using PHP and triggers, improving compliance reporting by 30% and ensuring transparent SLA adherence across banking and insurance workflows.

Full Stack Developer

October 2015 – May 2016

Jam Solutions

- Migrated 20 corporate websites from DJEM CMS to Laravel 5.2 by rewriting PHP modules, applying PostgreSQL optimization, and updating layouts, completing transition in 1 month and reducing maintenance overhead.
- Delivered website enhancements for Severstal by coding PHP OOP controllers and JavaScript modules with jQuery, resolving reported issues and ensuring reliable deployment across 20 internal websites in production.
- Configured and deployed standardized corporate site templates using Laravel Blade engine and MySQL schema design, achieving rapid delivery of new websites and reducing average development time per site by 30%.
- Refactored performance improvements by refactoring PHP functions and indexing PostgreSQL queries, which accelerated load times by 35% and lowered server resource overhead across different enterprise web platforms.

Programmer

March 2015 – July 2015

Refservice

- Built contract management database in PHP/MySQL with Bootstrap, migrating records from Access, which boosted query efficiency by 60% and streamlined contract search and reporting functions across departments.

- Installed and configured Linux server (Ubuntu LAMP) for hosting database infrastructure, applying Apache optimizations, which increased server uptime reliability by 25% and lowered processing latency across queries.
- Constructed company web portal structure by embedding internal services in PHP and MySQL modules, which centralized workflows and improved overall task completion efficiency by 30% across business departments.
- Compiled requirements and mentored replacement developer by preparing technical documentation and SQL data maps, which enabled uninterrupted project continuity and decreased onboarding time for new staff by 50%.

Database Programmer

July 2014 – March 2015

State University of Justice

- Designed academic workflows by coding GS-Vedomosti modules in Pascal, C++, and SQL, which digitized student registration, scheduling, and reporting and decreased manual processing time by 60% across departments.
- Enhanced reporting efficiency by embedding Fast Report integration into databases, which improved systemized generation of student records and cut report preparation time by 70% for administrative staff operations.
- Managed electronic library Liber and catalogue Mark systems by configuring SQL scripts for indexing and recovery, which guaranteed 99% uptime and reliable access for 10K+ academic resources to faculty and students.
- Authored training manuals and conducted sessions on GS-Vedomosti usage, which reduced staff adaptation time by 50% and ensured seamless transition to systemized student admission and academic scheduling system.

Calculation Specialist

May 2013 – July 2014

UFS Investment Company

- Engineered Excel-based leasing payment calculators by embedding financial formulas and VBA macros, reducing calculation errors by 100% and accelerating contract drafting time by 60% for automotive leasing agreements.
- Built lightweight CRM web-system with PHP/MySQL to log sales activities and customer interactions, enhancing transparency of sales pipelines and increasing overall company sales volume by 25% within six months period.
- Developed automated car leasing risk-scoring models in Excel using statistical formulas, which optimized decision-making and reduced turnaround time by 70% for financial assessments across automotive lending clients.
- Delivered end-to-end deployment of leasing solutions by coding PHP modules and gathering business requirements, enabling execution of 3 vehicle leasing contracts without reliance on external technical support.

PROJECTS

Erlang Formulas – Forecasting FTEs in a Contact Centre

PHP, Python, JS

PHP, Python, JavaScript, ErlangC, ErlangA, ErlangChat

- Constructed Erlang-based forecasting systems with implementations in PHP, Python, and JavaScript, embedding ErlangC, ErlangA, and ErlangChat models to calculate staffing with under 3% error and sustain all service levels.
- Validated forecasting performance on outsource datasets by simulating inbound calls and chat traffic, confirming generated rosters maintained 95%+ occupancy while eliminating idle capacity and sustaining SLA compliance.

Scheduling Algorithm – Generating Schedule for FTEs

GitHub

PHP, Optimisation Models, Constraint Handling

- Devised custom scheduling algorithm by analyzing 5+ optimisation methods and deploying a PHP-based stand, embedding 10+ constraints to generate compliant rosters for agents across different contact center workloads.
- Implemented scheduling program in an outsource contact facility, validating feasibility by decreasing schedule generation time by 50% and lowering workforce planning costs by 80% while sustaining SLA compliance.

EDUCATION

Master of Applied Mathematics

Moscow State Technological University, Russia

Upper Intermediate English

Cambridge Academy of English, United Kingdom