ARBI **DACI**

BSc Computer Science at Toronto Metropolitan University
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SKILLS

BUSINESS ANALYSIS & DELIVERY

Requirements Analysis | Stakeholder Consultation | Application Configuration | Workflow & Data Mapping | Technical Documentation | SDLC | Agile/Scrum

TESTING & APPLICATION SUPPORT

User Acceptance Testing (UAT) | Test Case Development | Manual & Regression Testing | Data Validation & Reconciliation | Root-Cause Analysis | Incident & Problem Management

DEVELOPMENT & TECHNICAL TOOLS

JavaScript | SQL | Python | HTML/CSS | TypeScript | VBA | REST API Integration | Git/GitHub | Docker | Power Apps | Power Automate | Power BI | Azure AD / SSO | Boomi | Jira | Confluence | SharePoint | ServiceNow | Microsoft Visio | Copilot Studio

EXPERIENCE

TECHNICAL SOLUTIONS CONSULTANT

Bank of Montreal (August 2025 - August 2026)

- Partnered with Design and Third-Party Risk stakeholders to clarify requirements and deliver Coupa Risk Assess (CRA) changes within BMO's Product Design & Delivery team.
- Developed, debugged, and enhanced JavaScript-based programs, translating business requirements into forms, application configuration, workflow logic, and business rules.
- Assessed requirements and implementation options, advising stakeholders on feasibility, system dependencies, and opportunities to simplify processes.
- Owned UAT for assigned changes, working with Design to create and maintain test cases, validate business requirements through manual and regression testing, investigate defects, and secure business sign-off.
- Worked with data governance teams to validate data changes, investigate data quality issues, and confirm data integrity across risk-assessment workflows.
- Mapped the end-to-end risk-assessment process in Microsoft Visio, documenting business rules, approval paths, and system dependencies to support testing and change analysis.
- Built a Power Apps application and Power Automate workflows to notify teams of required CRA actions and link users to relevant records, significantly reducing manual workload.
- Advised teams on responsible AI and Microsoft Copilot use; applied AI-assisted data parsing and bulk updates, saving several hours per incident.

- Owned severity-1 incident triage for CRA, investigated root causes, coordinated remediation, and documented corrective actions across affected workflows.
- Coordinated requirements and release readiness across Design, Procurement, Governance, and Third-Party Risk; contributed to Agile planning and backlog refinement.
- Created and maintained SOPs, runbooks, and knowledge articles in SharePoint to support troubleshooting, knowledge transfer, and consistent operational processes.

TECHNICAL SUPPORT ENGINEER

Englobe (February 2022 - August 2025)

- Provided bilingual enterprise application support for Deltek Vantagepoint and SafeTapp, maintaining SLA attainment above 90% and serving as a subject matter resource for Vantagepoint's billing module.
- Led end-to-end application testing, refined and consolidated test cases, identified defects, and reduced testing time by approximately 20%.
- Coordinated internal teams and vendors on critical incidents and ERP upgrades, communicated progress, and validated fixes against service requirements.
- Wrote and validated SQL scripts for database updates, and reconciled data across systems to support reporting accuracy and consistency.
- Built Boomi flows connecting APIs and trained app support colleagues on platform.
- Wrote VBA scripts to automate recurring transactions and data updates.
- Implemented Azure AD single sign-on integration, strengthening access management and reducing related support tickets by more than 50%.
- Built a Power Apps application to centralize support resources, streamline SQL script updates, and route internal requests through Power Automate.
- Co-developed a monthly accounts receivable reporting tool using Python and Docker, automating data extraction and cross-checking results against billing data.
- Owned the internal risk assessment tracker, working with business and technical stakeholders to document, evaluate, and address risks.
- Created SOPs, runbooks, and user guides in Confluence and SharePoint, and delivered knowledge-transfer sessions on applications and support processes.
- Managed application credentials, API keys, DNS and domain configurations, and Azure resources.

APPLICATION SUPPORT ANALYST

TD Canada Trust (January 2021 - January 2022)

- Supported SAP Ariba through application-log analysis, issue investigation, reporting, user configuration, and coordination of testing and vendor fixes.