

Ibtihal Bennaciri

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Senior Business Systems Analyst & Product Owner in Healthcare and Biotech

Driving Innovations in Healthcare Technology with Strategic Vision and Agile Expertise

Accomplished Product Owner/Sr. Business Systems Analyst with over 10 years in healthcare and biotech, specializing in translating complex requirements into technical solutions and leading agile project implementations. Expert in driving process improvements, enhancing system adoption, and ensuring project delivery within agile frameworks. Skilled in fostering cross-functional team collaboration and stakeholder engagement to achieve business objectives. Proven track record in data integrity, quality assurance, and delivering comprehensive user training. Certified Scrum Product Owner with a strong background in finance and accounting, committed to innovative solutions and exceptional end-user support.

AREAS OF EXPERTISE

Requirements Elicitation & Analysis | Technical Specification Development | Agile & Hybrid Project Management | Business Process Improvement | Cross-Functional Team Leadership | User-Centric Solution Design | System Enhancement Strategies | Data Validation & Integrity | Quality Assurance & Testing | Stakeholder Engagement & Communication | User Training & Support | Product Backlog & User Story Management | Use Case & BRD Development | Competitive Intelligence Research | Agile Methodologies Proficiency | Scrum Product Ownership | Workflow Optimization | Gap Analysis & Problem Solving | Software Requirement Translation | Change Management & System Adoption

Technical Skills: Medidata Rave | EMR systems | EDC | Elluminate | BSI CTMS | SQL | SharePoint | Jira | Confluence | Tableau | Veeva eTMF | Microsoft Office Suite (Word, Excel, PowerPoint) | Google Workspace (Docs, Forms, Sheets)

PROFESSIONAL EXPERIENCE

Senior Business Analyst, Clinical Research Software | eClinical Solutions, LLC

Remote (July 2021 – Present)

- Leverage clinical research software products to enhance the customer journey and purchase process by integrating clinical trial expertise with user feedback, ensuring the development of intuitive, user-centric solutions.
- Led cross-functional teams, including product management, UX design, and software engineering, to refine and prioritize development requirements, demonstrating exceptional leadership and collaboration skills in driving project success.
- Streamlined product backlog management and played a crucial role in agile methodology processes, showcasing adaptability and strategic thinking in project management and continuous improvement efforts.
- Pioneer wireframe prototype development and testing, aligning with user experience best practices and guided software deliverables, emphasizing dedication to innovation and customer-focused solutions in the biotech sector.
- Conduct competitive intelligence research and develop comprehensive user personas, using industry knowledge and user interviews to inform key use case development, highlighting analytical capabilities and commitment to enhancing user satisfaction.

Business Systems Analyst | Roche Diagnostics

Pleasanton, CA (August 2018 – July 2021)

- Enhanced work efficiency and system adoption by assuming dual roles as CTMS Business and Configurations Admin/System Analyst, creating insightful reports and dashboards for key performance indicators, and leading data quality initiatives to improve system utilization.
- Streamlined support workflow and end-user engagement, significantly reducing daily workload by defining a support process, developing and delivering comprehensive training materials, and facilitating active Q&A forums for CTMS users.
- Led cross-functional, global collaboration for functional issue analysis with the CTMS operations team, identifying root causes and proposing IT solutions, highlighting my ability to navigate complex problem-solving scenarios effectively.
- Drove system improvements and compliance by creating GxP system validation documents, preparing configuration specifications, conducting UAT, and providing crucial post-production support, ensuring systems met stringent Business Quality Assessment standards.
- Managed Agile project lifecycle through meticulous maintenance of product backlogs, user stories, and acceptance criteria in Jira, and managing project artifacts on Confluence, showcasing expertise in Agile methodologies and project management tools.

Sr. IT Business Analyst | Satellite Healthcare

San Jose, CA (October 2017 – August 2018)

- Spearheaded requirement gathering and analysis, collaborating closely with clinical staff, operations, and business users to document comprehensive business and functional requirements.

- Drove business process optimizations by analyzing and enhancing workflows, processes, and standards, demonstrating a commitment to continuous improvement and operational efficiency in healthcare settings.
- Facilitated cross-functional communication, effectively liaising between business units, technology teams, and external clients to deliver precise functional requirements to guarantee alignment and understanding across all stakeholders.
- Provided expert technical guidance, advising on the business implications of application development projects, and played a pivotal role in bridging the gap between technical solutions and business needs.
- Collaborated with Quality Assurance to develop and validate test cases against requirements.
- Analyzed application defects to ensure compliance with project scopes through meticulous attention to detail and quality assurance standards.

Business Analyst | Blue Shield of California – Project: Member Migration

EDH, CA (March 2017 – September 2017)

- Mastered requirement elicitation and translation by conducting thorough business requirement gathering sessions with users, converting these into technical specifications/BRDs, and defining true business goals and objectives.
- Identified and capitalized on process improvement opportunities through close consultation with business stakeholders, demonstrating my proactive approach to enhancing efficiency and operational effectiveness.
- Led project scope definition and gap analysis, ensuring a comprehensive understanding of project needs and delivering detailed business and functional requirements through use cases and BRDs.
- Facilitated cross-functional support by collaborating with SA, QA, and Development teams in investigative and research activities, highlighting my role as a key interface and coordinator between technical teams and business units.
- Ensured timely project delivery within a hybrid methodology, effectively managing stakeholder expectations and adapting to a transitioning Agile environment while reflecting flexibility and commitment to achieving project goals and acceptance criteria.

Facets Product Consultant | Amerigroup – Anthem BCBS

Virginia Beach, VA (May 2014 – February 2017)

- Led system enhancement initiatives by providing expert recommendations on solutions, processes, and procedures to improve the existing system, including analyzing complex user needs and devising solutions to meet those needs effectively.
- Executed advanced data validation by preparing SQL & PL/SQL queries for source and target database comparison, emphasizing my technical proficiency and meticulous approach to ensuring data integrity.
- Facilitated comprehensive requirement development by assisting in creating business requirements documents and engaging in regular discussions with business units and trading partners, ensuring all project objectives were precisely captured and addressed.
- Oversaw rigorous testing phases, including functional and system testing, employing tools like Quality Center (QC) and Quick Test Pro (QTP), and crafting UAT strategy documents, reflecting a commitment to quality and effective test management.
- Managed project documentation and reporting, maintaining SharePoint for UAT documentation and creating detailed project status, test summary, and testing status reports, alongside traceability metrics.

EARLY CAREER EXPERIENCE

Senior Business Analyst | CareFirst BCBS of Maryland; Baltimore, MD

Business Analyst | Kaiser Permanente; Burbank, CA

Business Analyst/Data Management Specialist | Mayo Clinic; Rochester, MN

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Corporate Finance and Accounting | Northwest Missouri State University; Maryville, MO

Training, Licenses, & Certifications:

Scrum Product Owner Certified

LANGUAGE PROFICIENCY

English, Arabic, & French