Quentin Braham
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Profile

Quentin is a hardened **Senior Analyst in BI** with deep knowledge in reporting platforms and extensive expertise in BI solutions.
On the top of his experience, he is eager to bring the best solution keeping in mind the consistency between the business processes and the added value in turning those processes in effective and accurate information.
Faithful communication skills enriched with his easy-going character makes him a great team-player. He is able to work independently by taking responsibilities and leadership in order to make things done.

Skills and Trainings

- Business Intelligence / Data model
    - Kimball & Data Vault 2.0 Methodologies : planning, analysis, design & modeling.
    - Azure Data Platform : 3 years of experience (Azure Data Factory, Synapse Analytics, Power BI).
    - SAP BusinessObjects: 15 years of experience, from version 6 to XI 4.3
      (CMC administration, security, universes, Webi reports, Dashboard).
    - SAP BODS (ETL): 7 years of experience.
    - Oracle Warehouse Builder 10g (ETL): 2 years of experience.
    - Programming: SQL, R, C# IBM SPSS Statistics, Machine Learning with Python.
    - UML, BPMN, Archimate with Sparx Enterprise Architect : 10 years of experience.

- Languages
    - French: native.
    - English: full professional proficiency, CEFR C1 in 2012.
    - German: elementary proficiency, CEFR A2 in 2014.

Trainings and certification

- Scrum.org Certified : Professional Scrum Product Owner: PSPO I + PSPO II, 2024.
- Microsoft Certified : Fundamental C# (freecodecamp) , 2024.
- Microsoft Certified : Data Analyst Associate (DA-100), 2021.
- Microsoft Certified : Azure Fundamentals (AZ-900) + Azure Data Fundamentals (DP-900), 2021.
- SAP Certified : SAP BusinessObjects Web Intelligence 4.0 (C_BOWI_40), 2014.
- Genesys Infomart & Interactive Insights deployment, Genesys University, 2011.
- Genesys Workforce manager 8, Genesys University, 2011.
- Creative problem solving & mind mapping, Kluwer, 2011.
- Oracle Warehouse Builder 10g implementation, Oracle University, 2007.
- Business Objects reporter and designer, BIKS, 2007.

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Work Experience

2023-Now   Data Analyst (for Wavenet), *client: StibMivb, Belgium.*

- Analysis and Design phases for Enterprise integration data flow. Formalize business requirements into functional specification for implementation.

- Map Enterprise integration data flow and design them into UML conceptual data models and canonical data models with Sparx Enterprise Architect.

2022-2023   Lead Business Analyst IT Analytics, *ORES, Belgium.*

- People Management : team members follow up, team vision and strategy with personal and common objectives. Change Management, Conflict Management, Trainings follow up.

- Capacity Management : Planning, HR Selection process (new public market offer, interview, assessment).

2021-2022   Business Analyst IT Analytics (for Cubis), client: *ORES, Belgium.*

- Design and Build phases follow up for several reporting environments, addressed to Customer Market department : Netloss calculations on energy networks, financial reporting on customer worksites (Connect My Home project), Smart Meter deployment, Contact center Workforce Management (ContactUs project).

2014-2021   SAP BusinessObjects Consultant (for Infinite Solutions), client: *ORES, Belgium.*

- Implementation of a new integrated Data Warehouse reporting environment over ORES assets, with addition of SAP FI and SAP CO data.

- Evolutive maintenance for business reporting and management of new requests and resources availabilities.

- System Administration and release management.

2008-2013   Application Administrator BI, *ING Contact Centre, Louvain La Neuve, Belgium.*

- Creation of multi sources reporting universe and participation in the design of key reports and dashboards to deliver integrated reporting on contact center activities.

- Gap analysis and impact analysis between computer telephony integration systems Avaya and Genesys from a data point-of-view.

- Leadership of testing strategy to ensure defect tracking and enhance development process. Status reporting completion on technical projects.

2007-2008   Application Developer Java, *ING Contact Centre, Louvain La Neuve, Belgium.*

- Supervision and development of system integration layer between bank mainframes and contact center CRM using Java.

2006-2007   Customer Support Direct Channel, *ING Contact Centre, Groot Bijgaarden Belgium.*

- Technical helpdesk eBanking 1st line. Cross selling bank products.

Education and Honors

Bachelor of Science, Technology and computer systems, 2005, with praise, EPHEC, Belgium.

German CEFR A2 Waystage, 2014, did deutsch-institut Hamburg, Germany.

English CEFR C1 Advanced, 2012, Kaplan International Colleges Dublin, Ireland.

Certificate of achievement Oenology, 2011, IEPSCF, Jodoigne, Belgium.

EU Ambassador of Honor in 2011 for the "Ex-smokers are unstoppable" campaign.