MIGUEL ANGEL ARDÓN

IT BUSINESS ANALYST | PROCESS ARCHITECT & ENTERPRISE INTEGRATIONS

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PROFESSIONAL SUMMARY

Senior IT Business Analyst with over 7 years of experience bridging business strategy and technical execution across Logistics, Supply Chain, Retail, and IT Consulting. Dual Master's degree background combining technical engineering expertise with strategic business intelligence. Proven track record in requirement elicitation, process re-engineering, ERP/SAP enterprise integration, and driving digital transformation workflows. Specialized in mapping complex cross-functional operations into clear functional specifications, user stories, and high-adoption software solutions.

CORE COMPETENCIES

- **Business & Systems Analysis:** Requirements Elicitation (BRD/FRD), User Stories & Acceptance Criteria, As-Is / To-Be Process Mapping, BPMN Workflow Modeling, Gap Analysis.
- **Enterprise Platforms & ERP:** SAP Integration, WMS Architecture, Supply Chain & Logistics Operations, Multi-Tenant SaaS Architecture, Payment Gateway Integration.
- **Data & Decision Support:** SQL Queries & Data Modeling, Business Intelligence (Power BI), Predictive Analytics, KPI Tracking, Workflow Automation.
- **Agile & SDLC Management:** Scrum & Kanban Methodologies, Product Backlog Management, Stakeholder Engagement, Agile Delivery, UAT & User Adoption Testing.

PROFESSIONAL EXPERIENCE

CRC | *Honduras (Remote)*

Senior IT Business Analyst & Systems Engineer *— Apr 2021 – Present*

- **Requirements Elicitation & SAP Integration:** Gathered business requirements from supply chain stakeholders to specify and design direct integration workflows between SAP enterprise software and internal Warehouse Management Systems (WMS).
- **Process Optimization & Operational Efficiency:** Mapped operational bottlenecks across cross-border transport systems, designing a multi-platform logistics application workflow that reduced truck dispatch processing delays.
- **Workflow Automation & Requirements Gathering:** Collaborated with HR and Security leads to define business rules for employee onboarding, authoring specs for an automated credential generation workflow.
- **AI Process Integration & Requirements:** Identified operational requirements for real-time inventory management, designing specifications to integrate AI log processing for automated stock discrepancy identification.
- **Agile Backlog & Microservices Architecture:** Translated business goals into functional user stories and technical backlogs for containerized Azure microservices, ensuring alignement between logistics managers and developers.

Dynasoft | *Honduras (Remote)*

Systems Analyst & Full Stack Developer *— Sep 2019 – Apr 2021*

- **Merchant Operations & Payment Integration:** Analyzed retail payment workflows across multi-store locations, authoring functional requirements for a central transaction processing module.
- **Client Discovery & Multi-Tenant Solutions:** Conducted business discovery sessions with corporate clients to capture software requirements, translating needs into custom multi-tenant backend architectures.
- **Database Schema & Business Logic Design:** Designed relational database schemas and optimized SQL queries across PostgreSQL and SQLite, aligning database structures with business reporting metrics.

- **User Adoption & Usability Testing:** Led User Acceptance Testing (UAT) and operational adoption sessions for multi-platform applications, ensuring smooth deployment and user training across target teams.

ADDITIONAL PROFESSIONAL EXPERIENCE

Ideaworks | *Honduras*

Software Developer | Web & Mobile *— 2018 – 2019*

- **Systems Analysis & Client Delivery:** Gathered functional requirements for client applications and implemented full-stack web and mobile features.

Code Store | *Honduras*

Software Developer *— 2017 – 2018*

- **Business Logic Implementation:** Developed database queries and back-office administrative portals based on business specifications.

STRATEGIC PROJECTS & SYSTEMS INITIATIVES

- **Pharmaceutical Supply Chain Traceability System:** Analyzed requirements for end-to-end drug tracking; defined traceability workflows from manufacturer to end consumer using Next.js, NestJS, and QR-code validation.
- **Decentralized Microfinance Platform:** Elicited specifications for peer-to-peer lending workflows, mapping escrow operations and user privacy requirements into automated contract execution models.

EDUCATION & CREDENTIALS

Master in Business Analytics — UNITEC SAP, Honduras

Master in Business Intelligence & Big Data Analytics — EUDE Business School, Spain

Bachelor of Science in Computer Systems Engineering — UNITEC TGU, Honduras

LANGUAGES & TECHNICAL SKILLS

- **Tools & Analysis Software:** Power BI, SAP, Atlassian (Jira/Confluence), SQL (PostgreSQL, SQL Server), Azure, AWS, Docker.
- **Languages:** English (C1 Proficient), Spanish (Native).