

# Lalə Həmzəyeva

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Detail-oriented IT Business Analyst with practical experience in requirements gathering, business process modelling, and API testing. Proficient in tools such as Postman, Swagger, BPMN, and UML, with a solid understanding of REST API concepts and the software development lifecycle. Gained hands-on experience through a restaurant management system project, where I was involved in documentation, workflow analysis, and stakeholder communication. Known for a structured approach to problem-solving and a strong ability to bridge the gap between business needs and technical solutions. Looking to contribute my skills and grow within a results-driven team.

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## EXPERIENCE

### Div Academy | IT Business Analyst Trainee

November 2025 – Present

- Analyzed system workflows and user interactions for a restaurant management scenario, including QR/NFC-based menu access
- Modeled business processes using BPMN and UML diagrams (Activity, Sequence, Use Case) to describe system flow and user behavior
- Created ERD diagrams to represent data structure and relationships
- Collected and examined business requirements and organized them into clear and structured documentation
- Prepared functional documentation and assisted requirement clarity for development
- Worked with REST APIs and reviewed API documentation using Swagger
- Performed API testing using Postman and investigated request and response data
- Used SQL for basic data validation and checking system results
- Supported end-to-end system analysis and identified potential issues

### UMICO | Data Support Assistant

April 2023 – September 2024 | Remote

- Updated and maintained product data in Excel, including adding, editing, and removing records
- Organized and cleaned data to improve accuracy and consistency
- Managed product information and ensured correct structure of data entries
- Performed basic data validation and checked for errors or missing information
- Supported data-related tasks to ensure information was clear and usable

# SKILLS

## TECHNICAL SKILLS

### Business Analysis

- Requirements Elicitation & Management
- SRS Documentation & Use Case Specification
- User Stories & Acceptance Criteria
- Test Case Writing & Functional Testing
- Gap Analysis & As-Is / To-Be Process Mapping

### Modeling & Design

- BPMN (Camunda Modeler)
- UML Diagrams – Sequence, Activity, Use Case (Visual Studio Code, Draw.io)
- ERD – Entity Relationship Diagrams (Draw.io)

### API & Integration

- REST & SOAP API Concepts
- API Documentation (Swagger / OpenAPI)
- API Testing & Validation (Postman)

### Data & Tools

- SQL – Basic Queries & Data Validation
- Microsoft Excel

## SOFT SKILLS

Analytical thinking | Conflict Resolution | Stakeholder Communication | Adaptability | Teamwork | Attention to detail | Time management | Critical Thinking

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## EDUCATION

**MINGECHAUR STATE UNIVERSITY | Bachelor's Degree**

September 2021 – June 2025 | Information Technology

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## LANGUAGES

- Azerbaijani – native
- Turkish – advanced
- English – B1