RAHMAN RAMZANALI

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ENTERPRISE DOCUMENT, CONTENT AND RECORDS MANAGEMENT

Experienced leader with record of achievement in handling all types of **Document, Content and Records Management** projects including feasibility studies, analysis, automation, software and hardware acquisition, capacity planning, implementation and integration, long and short-term archive and retrieval strategies with tracking and monitoring tools. Extensive experience in **ECRM** Business Systems Analysis, Taxonomy, Governance, Motivation, Project and Time Management, Training, Appraisal and Reviews, Hiring, Terminating, Coaching, Counseling, Budgeting and Resources balancing.

Track record of successful implementation in the roll-out and training of documents, records, data Information and Enterprise Content Management Systems across most vertical industries including Oil and Gas, Financial, Construction, Government, Insurance, Health, and Manufacturing.

ECM/ECRM /BPM/CMS | Systems Analysis and Administration |Document Management Training, Technical Development, and Support | Enterprise Content & Records Management | OnBase | FileNet | SharePoint ICC/ICN/IER/BPM | OCR/ICR| Kofax| ABBY |View Direct | Document Direct | Workflow | Active Navigation | Taxonomy | Ontology | Governance | Desktop Publishing |

EXPERIENCE

Noble Energy (Contract Company: KNN Financial Partners), Houston, Texas   2014 – 2019

Senior Business Systems Analyst

Implemented FileNet (ECRM) Projects including document, records management with IBM Content Collector (ICC) and IBM Content Navigator (ICN).

- Analyzed functional and non-functional SharePoint systems software requirements.
- Sought ways to apply technology to business processes, researched and provided information on technical trends and practices, communicated status, and escalated business-related issues.
- Designed solutions to complex business process problems including analysis of business and user needs.
- Supported collaboration across departments and acted in the company's best interest. Responsible for enhancing communication and improving customer service between IT and Business departments. Kept the business area informed of upcoming IT changes and new directions including SharePoint, OneDrive and Team Sites.
- Train and Assist Users on SharePoint Including TeamSite, Document Retention, Group Planners and OneDrive
- Developed customized Taxonomy and established Governance in collaboration with business units.
- Successfully bulk loaded 250,000 documents in FileNet using ICC.
- Created test scripts for UAT (User Approval and Testing).
- Contributed in the design and development of Training Videos and Reference Guides.
- Collaborated with all users' departments and functional areas, providing roadmap for effective use of ECRM System.
- Gathered requirements and conducted interviews to obtain information on the existing manual process with all individuals involved in the process.
- Identified pitfalls and streamlined processes.
- Created automated concept sequence diagram in Visio.
- Designed, Implemented and Administered workflow in FileNet ECRM BPM.

KBR (Contract), Houston, Texas   2012 – 2014
Lead ECM/BPM IT Business Process Analyst

Responsible for FileNet conversions, configurations, installs, upgrades and support.
- Gathered requirements and collaborated with the Land Department to understand their document and record management needs.
- Provided guidance to the company with respect to delivering strategic direction regarding the CMS(ECM) and Record Management technology.
- Designed solutions to complex business process problems including analysis of business and user needs.
- Led Global Support across several countries for FileNet and Quillix (Abby) Scanning Systems including upgrades, Project Management, Documentation, user training, capacity planning, and interfacing with all technical groups.
- Integrated MS Outlook, SharePoint, PeopleSoft, and SAP including auto retrieval of Metadata and keywords for scanning, auto retrieval and archiving of documents.
- Established Standard Policies and Procedures, Customer and Technical Support manuals for ECM including Configuration Management documents.
- Configured Servers for Upgrade for FileNet Release including migration of Data and Documents.

Sheridan Production Company, Houston, Texas   2010 – 2012
Lead Business Systems Administrator/Analyst for FileNet ECM/ BPM

Supported and Administered FileNet ECM/BPM Systems.
- Acted as Focal contact for technical support and Administrator, Workflow Architect for FileNet ECM/BPM, and System support for DataCap Scanning including Full text OCR, Fujitsu and Canon Scanners.
- Designed and Implemented Barcode system for electronic capture and scanning including OCR and ICR.
- Provided Business Automation requirements for FIleNet ECM and BPM solutions, implementation strategies, customization, administration, workflows, taxonomy, interfaces, conversions and training.
- Created Automated AFE approval and Material Transfer Workflow process with FileNet BPM.
- Successfully converted 1.2 million documents from DocVue to FileNet.
- Established business needs for record retention and destruction, and policies for all Land Documents including agreements, leases, ownership, plat maps, survey maps, documents, acquisitions and redemptions.
- Liaised between IT and business partners for all types of contents with best business practice.
- Provided guidance for company's strategic direction for ECM and Record Management technology.
- Gathered requirements, Designed and implemented AFE (Authorization for Expenditure Approval and Material Transfers workflow with FileNet BPM) including user requirements, training, user guides and documentation.

Texas Children's Hospital, Houston, Texas   2007 – 2010
Sr. Programmer/Analyst and Administrator for Enterprise Content Management (ECM/BPM)
Responsible for implementation, administration, technical and User support and training for OnBase ECM Systems.

- Implemented integration of Patients Medical Document via HL7 with OnBase.
- Focal support for Hyland OnBase ECM.
- Implemented Automation for Invoice Processing with OnBase Workflow.
- Responsible for all Records and Content Management and administration of all new applications.
- Conducted needs assessment, solution designing and implementation of all workflow for Business Applications.
- Converted over a million documents from ImageNow to OnBase .
- Responsible for Document capture, indexing, retrieval and archival, capacity planning, workflow design and implementation.
- Implemented Taxonomy and Governance for ECM.
- Designed and developed Scanning Automation of Barcode using Kofax.

- Implemented Online and Technical Training for Users.
- Automated X-Ray capture into OnBase.
- Integrated OnBase with MS Outlook, SharePoint, Oracle EBS, PeopleSoft and EPIC systems. This included auto retrieval of Metadata and keywords for scanning, auto retrieval and archival of documents.

Other Previous Employers Include:
Exxon Company USA
Mitchel Energy and Development Inc.
Baker Hughes

EDUCATION & TRAINING

- BBA Computer Science - Georgia State University
- BBA Management - Karachi University

EDP- Electronic Document Professional | ITIL Training| FileNet System Administration Training Course (IBM) | FileNet BPM Training course (IBM) | Atlas and IER Training | Script Testing and Debugging | OnBase System Administration and Workflow Training Courses | Management Certification

PROFESSIONAL MEMBERSHIPS

SharePoint Users Group | FileNet Users group | AIIM International | Founding Member XPLOR international

TECHNICAL SKILLS

FileNet (4X- 5.1 ECM) | SharePoint | Atlas | E-Discovery | ICN | IER | WebSphere | WebLogic | FEM | Process | Content and Application Engine | MS Office 365 | ICC (including Email archiving) | Mass Ingestion | IBM -BPM Workflow Design and Administration | OnBase ECM and Workflow Architect | DataCap | Nuance Abby |Kofax (Capture/OCR/ICR) | Business Process Analysis and Workflow Design | Records Management | Data Mining | ITIL | SAP Interface | AC-SAP | Capacity Planning and Server Management | ECRM Governance and Taxonomy | Record Retention Policies | Record Retention Polices | Physical and Electronic Records Management | Acquisitions | Mergers | Disaster Recovery | Divestiture | Conversions | MS Visio |MS Office 365 |

VOLUNTARY SERVICES AND LEADERSHIP

- Served as Director on the Board of Directors for FOCUS Humanitarian Assistance.

- Served as Chairman of the Aga Khan Education Board for Southwestern United States.