

Molly Viau

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Business Analyst

Currently pursuing post-graduate specialization in IT Business Analytics with a foundation in full-stack web development. Leveraging a decade of professional experience to transition into data-driven strategy and process optimization. Focused on bridging the gap between technical systems and business needs by combining technical literacy with strong communication and analytical skills.

WORK EXPERIENCE

Canada Vapes

03/2023 - 03/2024

Web Developer

- Tracked support tickets and site changes with Microsoft Excel
- Managed project planning and version control using Git.
- Conducted system testing and debugging for new features, ensuring seamless data migration and integration with existing platforms.
- Documented technical workflows and system architectures to improve team collaboration and streamline future maintenance activities.
- Translated complex business requirements into technical specifications, bridging the communication gap between end-users and development teams.
- Utilized SQL and database management skills to ensure data integrity during migration tasks and back-end updates.
- Collaborated with stakeholders to gather and document functional requirements, ensuring software deliverables met specific business goals.
- Applied logical problem-solving to resolve application performance issues and support ongoing change management for system updates.

EDUCATION

Ontario College Graduate Certificate in IT Business Analytics

Cambrian College

Sudbury • 05/2026 - 04/2027

- **Business Systems Analysis:** Developing expertise in requirements gathering, process modeling, and specification writing to align technology with organizational goals.
- **Process Improvement & QA:** Applying analytical decision-making and global industry standards to optimize workflows through quality assurance and a 7-week capstone project.

Ontario College Diploma in Internet Applications and Web Development

Fanshawe College

London • 05/2020 - 04/2022

- **Full-Stack Development:** Developed secure, responsive web and mobile applications using industry-standard languages, databases, and UI/UX design principles.
- **Systems & Infrastructure:** Managed web servers, networking, and Windows/Linux environments to ensure application performance and accessibility.
- **Agility & Collaboration:** Executed collaborative workflows within an agency-style environment, aligning technical solutions with marketing and entrepreneurial goals.

SKILLS

Analytical thinking, Business process improvement, CRM systems, Data analysis, Database management, Decision-making, KPI tracking, Microsoft Office Suite, Operations analysis, Problem-solving, Project management, Requirements gathering, Software development life cycle, SQL proficiency