



## Business Process Analyst/Consultant

Location: Sofia, Bulgaria

At our company, we care about building the capabilities of our consultants and we invest in their personal development to provide the best service to clients. We are a small, innovative, and dynamic consultancy firm that emphasizes staff development and provides outstanding solutions, aimed at a strategic direction and ongoing business development. The office is based in Sofia, Bulgaria, however, we work with client organizations across Europe and the Middle East.

### Job description:

- Analyzing client's existing operations and processes to identify pain points, gaps, inefficiencies, and any unmet business needs; understanding business objectives and motivation, often going beyond what is being stated;
- Working with business partners and subject matter experts to define and document process requirements, explore new opportunities, conduct feasibility studies, gather insights, and recommend process improvements;
- Modeling business process diagrams as per the BPMN methodology using a variety of process mapping tools, drafting standard operation procedures (SOPs), and validating them with key business stakeholders;
- Preparing "as-is" and "to-be" end-to-end process documentation and performing detailed gap analysis, in addition to various other documentation (status reports, impact assessments, training materials, etc.);
- Soliciting and analyzing technical requirements and user stories with the purpose of aligning them to business requirements and processes to ensure the development of consistent end-to-end solutions;

- Supporting or leading client workshops in support of process validation, business change, and their widespread acceptance across the client organization;
- Configuring process modeling tools (e.g. Lucidchart, Signavio, ARIS) and platforms for client projects (e.g. SharePoint), providing support and training for their usage to end-users.

### **Requirements:**

- Educational background in business administration, management, computer science, or information systems is desirable;
- International experience or education, and the ability to travel and work in the EU are musts;
- Comfortable that international travel can be required for up to 20-30% of the year; Experience in mapping business process models in accordance with the BPMN standards is a must;
- Operational expertise in using process modeling tools (e.g. Lucidchart, Microsoft Visio, ARIS Architect, Signavio, IBM Blueworks Live) is a must;
- Ability to demonstrate strong written, verbal communication, and presentation skills to all levels of seniority and disciplines within the organization;
- Ability to work under general direction and interact with and influence project team members;
- Ability to perform a broad range of work, sometimes complex and non-routine, in a variety of environments, and to apply a methodical approach to problem definition and resolution;
- Ability to understand and use appropriate methods, tools, and applications;
- Demonstration of an analytical and systematic approach to problem-solving;
- Ability to work closely with different business functions and understand their priorities;
- Fluent in written and spoken Business English, any other foreign language is a plus; and
- Good knowledge with practical experiences in applying project management methodologies (E.g. Agile, Waterfall, PRINCE2, PMI) is considered a plus.

For more questions, you can write to [toni\(@\) talentgardencoaching.com](mailto:toni@talentgardencoaching.com)

We take data protection seriously, you can read about our policy: <https://www.talentgardencoaching.com/privacy-policy>