

# Martin-Patrick Larouche

Business Analyst

📍 Rimouski, QC    ✉ martin\_larouche@live.ca

## Work Experience

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**TELUS**, Business Analyst

Present

- Business analysis and process automation for back-office operations.
- Writing functional specifications and business requirements for internal tools.
- Cross-team coordination and delivery tracking using JIRA.

**TELUS**, Information and Process Support

- Cross-team coordination and escalation management.
- Contribution to process improvement and automation initiatives.

**TELUS**, Back-office

- Processing multi-department requests and quality follow-up.
- Coaching and supporting team members.

**TELUS**, Customer Service

- Handling customer calls and providing appropriate solutions.

**TELUS**, Competitive Call Center

- Support for national and international calls, including 911 emergencies.

## Projects

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**NoBullFit**

Privacy-first health and fitness tracking web platform.

- End-to-end frontend and backend design and development.
- Automation of content validation and internal workflows.
- Data-oriented architecture with auditability and privacy by design.
- Production platform: <https://nobull.fit>

## Skills

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**Business Analysis & Operations:** Process optimization, Agile/Scrum, business agility, change management, systems thinking, functional documentation, escalation management, continuous improvement.

**Software Development:** React, TypeScript, Node.js, Express, PostgreSQL, REST APIs, Git, Linux.

**Automation & AI:** Workflow automation, AI copilots, reporting dashboards, data analysis.

## Education

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**DEC**    **Cégep de Limoilou**, Computer Science Techniques (Application Development)  
Training focused on web and application development (frontend and backend).

**DEC**    **Cégep de Rimouski**, Human Sciences

## Licenses & Certifications

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**ICAgile Certified Professional - Business Agility Foundations (ICP-BAF)**

June 2026

Issued by the International Consortium for Agile (ICAgile). No expiration.

- Credential: [www.credly.com/badges/6176fe9b-4816-4710-a184-c81e78b9eb11](https://www.credly.com/badges/6176fe9b-4816-4710-a184-c81e78b9eb11)