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Mostafa Mohamed Adel Abd El-Raouf Ahmed
Senior Business Analyst/Product Owner, MBA
CBAP©, Certified Business Analysis Professional

Objective:

I want to obtain a career in business analysis and product management fields and the opportunity to work on new innovations and frontiers. I hope this will fully utilize my academic background and work experience and further develop my technical skills towards achieving a leading managerial role in top organizations.

General Duties and Responsibilities:

- Perform requirements elicitation activities like interviewing system stakeholders, questionnaires, documents analysis, processes analysis, brainstorming, and workshops.
- Produce "As is" report (people, process, technology.)
- Produce all the required business documents that describe a project from the business point of view (process flow, system screenshots, business logic, business and system layout.)
- Produce all the required technical documents that describe a project from the development point of view (mockups, flow charts, context diagrams, wireframes, ERD.)
- Produce demonstrative presentations for the systems.
- Handle clients' communications.
- Define products vision and roadmap.
- Manage products backlogs through user stories and acceptance criteria.
- Produce SRS (software requirements specifications) document that describes the software function requirements, use cases, and use cases diagrams, etc.
- Participate in project/product planning and supporting the development team.
- Perform User Acceptance Tests. (UAT)
- Evaluate third party and partner software performance and user experience and produce a detailed report that suggests solutions or turn around for the found issues.
- Provide consultation to clients.
- Coach and train team members.
- Participate in identifying processes, SLA, and priorities of software development departments

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Working experience:

- <u>Senior Business Analyst/Product Owner at Intertec Systems – DXB (Feb 2022 – Present)</u>

    o Define the requirements of UAE ministry of health and prevention (MOHAP)
        - Medical establishments licensing (New, Renew, Cancel)
        - Medical establishments license amendments (Name, Owners, Director, Layout, Add area extension)
    o Develop users' journeys manuals for MOHAP's services
    o Provide support to MOHAP's users and customers

- o Define the requirements of Winance's internal investment system
  - Manage clients' profiles with their exchange tickers and banks accounts details
  - Define financing deals with funds subscription and collection schedules
  - Support convertible notes, warrants, sequence and straight equity, short- and long- term loans, and amortized loans
  - Track and manage shares, notes, and warrants balances
  - Log shares, currencies, crypto currencies, and NFTs trading transactions
  - Reporting

- <u>Senior Business Analyst/Product Owner at Inetum – DXB (July 2021 – Feb 2022)</u>

  - o Define the requirements of Umm Al Quwain's department of economic development users and employees' portal

    - Reserve a trade name
    - Issue and renew initial approvals
    - Issue, renew, cancel, and amend trade licenses
    - Issue and manage permits
    - Issue and manage commercial rent contracts
    - Issue and manage memorandum of association
    - Inspection management

- <u>Part time Instructor – American University in the Emirates</u>

  - o Teach students about agile methodology and its frame works
  - o Teach students about software development life cycle
  - o Teach students about business analysis and product ownership
  - o Train students on software development management tools

- <u>Senior Business Analyst/Product Owner at Xische – DXB (July 2020 – June 2021)</u>

  - o Define the requirements of change requests for several Abu Dhabi government entities as part of TAMM portal initiative
  - o Define the requirements of migrating the websites of several Abu Dhabi government entities as part of TAMM portal initiative
  - o Define the requirements of Xische's business manager solution

- <u>Senior Business Analyst/Product Owner at emaratech – DXB (May 2019 – June 2020)</u>

  - o Define the requirements of migrating Smart Channels of GDRFA Dubai to noqodi's V2 API
  - o Define the requirements of performing full money refund on the Smart channels of GDRFA Dubai
  - o Define the requirements of allowing daily balances settlements on the Smart channels of GDRFA Dubai
  - o Define the requirements of updating the financial reports on the Smart channels of GDRFA Dubai
  - o Define the requirements of allowing auto new residency on the Smart channels of GDRFA Dubai
  - o Define the requirements of Third-party integration on the Smart channels of GDRFA Dubai

- o Define the requirements of Dubai Now integration on the Smart channels of GDRFA Dubai
- o Define the requirements of integrating UAE jobs bank on the Smart channels of GDRFA Dubai
- o Define the requirements of decommissioning the physical RSA device with a soft token on the Smart channels of GDRFA Dubai
- o Define the requirements of enabling typing centers to work remotely on the Smart channels of GDRFA Dubai

- Senior Business Analyst/Product owner at Integrated Development – CAI (October 2018 – April 2019)

  - o Define and document requirements of Inspire (online travel agency ERP solution)
  - o Provide introduction to the travel industry to team members
  - o Define company business analysis processes
  - o Represented the requirements management practice in achieving CMMI 2

- Senior Solution Architect at Etisalat Global Services – CAI (December 2017 – September 2018)

  - o Develop requirements document for IT project life cycle revamp.
  - o Develop requirements document for C&I certificates management.
  - o Develop requirements document for outsource security system revamp.
  - o Develop requirements document for IT assets transfer system.
  - o Develop requirements document for Interconnect routing and trading modules.
  - o Develop requirements documents for internal audit follow up system.
  - o Develop requirements document for Admin budgeting control tool.
  - o Develop requirements document for IT budgeting control system.
  - o Develop requirements document for post-production test SIM and accessories requests management.
  - o Develop requirements document for SharePoint exam tool integration with SAP.

- Senior Business Analyst/Product Owner at Solutions Lab (part time) – CAI (December 2017 – July 2018)

  - o Define the requirements for insurance brokerage CRM
    - Contacts management
    - Leads management
    - Opportunity management
    - Insurance policy creation and management (claims, beneficiaries, exclusions, and amendments management)

- Senior Systems Analyst at ITWorx – CAI (November 2015 – November 2017)

  - o Identified scope gaps of Saudi export development authority's web portal proposal.
  - o Identified scope gaps of Saudi ministry of labor web portal proposal.
  - o Identified scope gaps of SAMA complaints center web portal and mobile application proposal.
  - o Identified scope gaps of higher college of technology correspondence tracking system proposal.
  - o Develop requirements management process for Syngenta's Platform initiative.
  - o Develop requirements documents for Syngenta's Platform initiative.
  - o Develop requirements documents for Syngenta's field planning system (FPLS).

- o Develop requirements documents for Syngenta's seeds R&D system (SPIRIT).

- <u>Senior Business Analyst at Intermark – CAI (November 2014 – October 2015)</u>

  - o Defined the scope of new desktop, web, and mobile applications with marketing and creative teams for major pharmaceutical companies.
  - o Developed technical proposals.
  - o Define the requirements and support the dev team in estimating the expected efforts
  - o Participated in defining the process and SLA of the software development department

- <u>Senior Business Analyst at IT Fusion Software House – CAI (June 2013 – October 2014)</u>

  - o Ibn Sina TPA management system:
    - ▪ Analysis and documenting the current implemented processes, business rules, and data dictionary.
    - ▪ Reengineering the processes and business rules to enhance the stakeholders' productivity.
    - ▪ Suggest new features to extend the system's capabilities.
    - ▪ Evaluation and benchmarking of several CRM, accounting, and sales solutions.
  - o Egypt Express process automation software:
    - ▪ Analysis of the operations module.
    - ▪ Analysis of the handheld module.
    - ▪ Evaluation of proposed platforms to be used for the handheld module.
    - ▪ Evaluation of GPS and navigation options to be used in the handheld module.
  - o Assist the sales team in defining prospect clients' needs.

- <u>Business Analyst at Link Egypt – CAI (November 2010 – May 2013)</u>

  - o Managed the requirements of the company's proprietary products:
    - ▪ Link CMS
    - ▪ Link Commerce/Xretail
    - ▪ Click2Travel (online reservation system)
  - o Developed and managed the requirements of the company's custom projects
  - o Provided training and support to clients' end users
  - o Supported the development team during development, testing, delivery, and maintenance
  - o Coached team members and new joiners for company's products and processes
  - o Made benchmark reports about web family, news, jobs, medical, media, sports, cars, real estate, and teaching portals that show strong, weak, and important points of each portal.
  - o Made benchmark reports about the features and operations of Kinteco and Magento.
  - o Assisted the sales department in defining the needs of clients' RFQ and RFP.
  - o Assisted the sales department as a presales engineer in products' demos.

- <u>Associate Project Manager at Link Egypt – CAI (November 2010 – May 2013)</u>

  - o Lead the development team by assigning tasks and setting priorities for them.
  - o Handle projects delivery with the clients.

- o Create projects schedule plans.
- o Follow up the tasks execution with team members and update the schedule plan daily.
- o Participated in writing technical proposals by defining customer's needs.
- o Supervised the implementation and deployment of projects.

- Quality Engineer at Link Egypt – CAI (May 2009 – January 2010)

  - o Tested & cooperated with the development team to deliver the projects bug free.
  - o Created bugs reports that included the problem, a screen display for the bug, the steps & computer state that led to the bug.
  - o Suggested solutions and possible enhancements for the projects.

- Land lines network engineer at Telecom Egypt – ATZ (February 2010 – October 2010)

  - o Supervised land lines network maintenance.
  - o Supervised the main frame maintenance.
  - o Reconstructed the land lines subscribers' data to comply with ISO standards.

- Platoon leader in the Egyptian Air Defense Forces (November 2006 – March 2009)

  - o Achieved first place in all competitions.
  - o Supervised the maintenance & operation of the equipment.
  - o Supervised the maintenance of the vehicles & instruments of the brigade.
  - o Achieved with my men the required training goals.

Languages:

- Arabic   Native Language
- English   Fluent (reading, writing, and speaking)

Certificates and Courses:

- Professional Scrum Product Owner Advanced (PSPO – Advanced)
- Certified business analysis professional (CBAP).
- Certified Aura Quantic level 2 professional.
- Completed the CBAP exam preparation course.
- Completed medical third-party administration course.
- Completed the PMP exam preparation course.
- Completed MS project 2010 course.
- Member of the IIBA (international institute of business analysis).
- Completed 40 hours of training in software requirements engineering.

Professional skills:

- Working knowledge of Jira and TFS.
- Knowledge of low code platforms Nintex, Out Systems, and AuraQuantic.
- Experienced in UAE immigration and residency (government) domain.
- Experienced in insurance brokerage domain.
- Experienced in the medical insurance domain.
- Experienced in the travel industry domain.
- Experienced in the e-commerce domain.
- Experienced in the courier delivery services domain.
- Good communication skills.
- Leading skills.

Education:

- <u>Master of Business Administration (MBA, February 2019)</u>
  Arab Academy for Science Technology & Maritime Transport, Sheraton, Cairo, Egypt

- <u>Diploma in Investment Management, 2018</u>
  Missouri State University, Missouri, USA

- <u>Bachelor of Electrical Engineering, Computer & Automatic Control Section, 2006</u>
  Assiut University, Assiut, Egypt

Personal Information:

- **Birth Day**   April, 16th 1984
- **Nationality**   Egyptian
- **Marital status** Married
- **Military status** Achieved
- **Addresses**   Al Barsha1, Dubai, UAE
                    New Maadi, Cairo, Egypt