Shreef El Gindy

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# Overview

Highly skilled, results-oriented IT professional with over 14 years of extensive experience in Business Analyst, Digital Transformation, Testing, Integration, System Administration, Troubleshooting, Change Management using BMC Remedy and Project Management using ITIL certification. Excellent organizational abilities to ensure satisfaction of project needs while exceeding corporate standards. Strong ITIL Framework concepts. Display exceptional and analytical problem solving, team building, leadership, technical and negotiation skills. Expert at delivering outstanding interpersonal communication and conflict management abilities. Highly innovative and effective in stringent circumstances.

# Education

# Academic

B.Sc. Computer Science Menoufia University Egypt – July 2006, Faculty of Science, Computer and

Information department.

# Courses and certifications

* Information Technology Infrastructure Library (ITIL foundation) version 4
* Core Web Application Technologies with Microsoft Visual Studio 2005
* Advanced Web Application Technologies with Microsoft Visual Studio 2005
* Microsoft SQL Server2005
* Core Data Access with Microsoft Visual Studio 2005.
* Advanced Data Access with Microsoft Visual Studio 2005
* Cisco Certified Network Associate (CCNA)
* International Computer Driving License (ICDL)

# Technical Skill’s

* Management: ITIL foundation version 4
* Microsoft technology :Visual Studio .NET , CRM , SharePoint
* Web Technologies: ColdFusion and ASP.Net
* Data Base: SQL Server Management Studio
* Tools: CRM, SAP, JIRA, ALM and Remedy

# Expertise

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| --- | --- |
|   Communication skills |   Documentation Skills (BRD,SRS,User Stories ,Use case)  |
|   Digital Transformation |   Testing Skills (QA and QC)  |
|   Reporting Skills |   Presentation Skills |
|   Integration |   Detailed oriented |

# Professional Experience

**Arab DT, Cairo, Egypt (Outsourced Tamkeen Tech Saudi Arabia) Sep 2020 - Till Now**

ArabDT is specialized in building innovative information technology products and services. Our vision to become one of top 5 worldwide companies in information technology innovation solutions.

**Senior Business Analyst (Fintech)**

* Work closely with the clients to understand the project vision and translate that into a business requirement for the technical team.
* Superb attention to detail and a rigorous focus on delivering quality requirements
* Excellent communication and collaboration skills. The ability to speak knowledgeably with members of both the business and technical teams
* Develop User Stories/Use case in the backlog.
* Strong teamwork, interpersonal, relationship and presentation skills
* Strong analytical skills and ability to synthesize and clearly communicate findings of analysis
* Experience in facilitating the elicitation and evaluation of business requirements for delivering new or enhanced software systems, and measuring the success of the associated initiatives
* Review and approve finished development work before release into production
* Strong problem solving and structuring skills, with ability to bring actionable insights through effective communication
* Experience with Atlassian tools (JIRA, Confluence)
* Projects: Vision digital transformation (Saudi Arabia ) / Monshaat bank (Saudi Arabia )

**Injazat Data Systems, Abu Dhabi ,UAE Feb 2020 -Aug 2020**

Injazat Data Systems is an industry recognized market leader in the region for Information Technology, Data Center and Managed Services. Delivered from the region’s most sophisticated and advanced facility, a Tier IV design certified Premier Data Center facility, Injazat serves a diverse range of customers and has developed a broad portfolio of capabilities to successfully address any organization’s technology challenges..

**Senior Business Analyst**

* Work with project/product stakeholders and subject matter experts to gather and analyze the business requirements.
* Meet with the business stakeholders to identify and scope business opportunities.
* Analyze the business requirements, prepare, and review required documents Such as BRD (Business Requirements Document) SRS (System Requirement Document).
* Develop User Stories/Use case in the backlog.
* Act as a key point of contact between business stakeholders and software engineering teams.
* Use a variety of techniques including group sessions and one to one interviews to capture and document requirements.
* Prepare and execute the functional testing activities (test plans, scenarios and tests. results) in both testing and production environments.
* Develop and maintain a customer focused relationship with the stakeholders by collaboration, timely communication and responsiveness.
* Experience with Atlassian tools (JIRA, Confluence)
* Projects: Ministry of Defense (United Arab Emirates )

**Advansys Engineering Services& Consultancy, Cairo, Egypt May 2018 -Dec 2019**

Advansys ESC is a global business transformation solutions provider specialized in a wide array of services including; Digital Transformation, Industrial Automation and Strategic Outsourcing. One of the main pillars we concentrate on in our customers’ business transformation journey is data: how it is generated, collected and consumed. From data analytics, machine and deep learning solutions and expertise, we are able to offer our customers a unique set of solutions that provide the needed insights for effective automation roadmap for business transformation.

**Senior Business Analyst**

* Responsible for the complete Requirement and Release cycle. From creating a Requirement Document to getting it released in Production and Testing.
* Identify and develop enhancements and functionality changes on internal web sites using the provided tools and templates also developing and testing appropriate code.
* Collaborate with developers notifying them of defects discovered.
* Collaborate with developers to set-up and maintain suitable test data.
* Design, develop and coordinate the test plans for regression testing, thereby ensuring all functional tests are automated via the Selenium tool.
* Manage and operate a QA environment including, builds and deployment.
* Work with cross-functional teams to support and maintain the live product.
* Work as part of an effective self-organizing, cross-functional and disciplined team to achieve repeatable success.
* Prepare and execute the functional testing activities (test plans, scenarios and tests. results) in both testing and production environments.

**Schlumberger Oil and Gas, Dubai, UAE / Houston, USA April 2014 – Jan 2018**

Schlumberger is the world’s leading supplier of technology, integrated project management and information solutions to customers working in the oil and gas industry worldwide. Employing approximately 108,000 people representing over 140 nationalities and working in more than 85 countries, Schlumberger provides the industry’s widest range of products and services from exploration through production.

**Senior Business Analyst**

* Understanding the business needs and detailing the requirements.
* Discuss, review and resolve queries with Business Stakeholders Application Support team and Development team.
* Enhancements of the existing CORE business solution and systems.
* Support customer implementation projects.
* Facilitating the negotiation of requirements amongst multiple stakeholders.
* Creating, analyzing and validating detailed functional specifications.
* Responsible for the complete Requirement and Release cycle. Creating, analyzing and validating detailed functional specifications.
* Identify and develop enhancements and functionality changes on internal web sites using for example, the provided tools and templates or developing and testing appropriate code.
* Delivering support to existing employees, investigating, and resolving application errors, data discrepancies and queries.
* Identifying and proposing application system changes, better uses, enhancements and developments and liaising with appropriate vendors, users and the IT Team.
* Ensure the final solution meets the signed off business requirements.
* Prepare KPI reports in daily weekly and monthly base.
* Compiling Statistic based on BMC data.
* Prioritizing users support based on criticality of the Issues via BMC tool.

**Functional Support Area**

* Answer, analyze and provides quality checks for incoming tickets from end users and routes them appropriately.
* Liaises with Service Desk on ticket auto-assignment
 Coordinates with Service Desk for new applications and module decision tree configurations in Remedy.
* Produces metric reports on incoming tickets, trends, etc.
* Provides governance to ensure tickets are fixed on time and sends reminders when needed
Organizes ad-hoc backlog campaigns.

**Technical Support Area**

* Respond to ALM tickets on reported system bugs and enhancements.
* Liaise with the Functional Analyst on reported system issues for proper resolution.
* Work with the data centers and monitor the performance of the systems.
* Define the IT technical solution with the Architecture team to meet business requirements, as well as the project plan, resources, schedule, and budget required to deliver the solution.
* Manage the execution of the application upgrades and organize the Deployment and Transition to Service Operation.
* Manage the L3 development teams.
* Integration with different type of web service like Soap and Rest .
* Provide system monitoring and performance (PTI).
* Operate within the Security operations standards and guidelines.

**Pacific Controls, Dubai, UAE Nov 2011 – April 2014**

Pacific Controls is at the forefront of platform, data infrastructure and service delivery innovation for enterprise and publically managed solutions where convergence of networked computing, large-scale data management with real time machine intelligence is driving the integration of the physical and virtual worlds. Collaborating with leading product OEMs, carriers, service providers, governments and diversified enterprises to help fully leverage smart connected devices, machines and the internet of things and people

**Business Analyst**

* Responsible for the complete Requirement and Release cycle. From creating a Requirement Document to getting it released in Production and Testing.
* Identify and develop enhancements and functionality changes on internal web sites using the provided tools and templates also developing and testing appropriate code.
* Collaborate with developers notifying them of defects discovered.
* Collaborate with developers to set-up and maintain suitable test data.
* Design, develop and coordinate the test plans for regression testing, thereby ensuring all functional tests are automated via the Selenium tool.
* Manage and operate a QA environment including, builds and deployment.
* Work with cross-functional teams to support and maintain the live product.
* Work as part of an effective self-organizing, cross-functional and disciplined team to achieve repeatable success.
* Work in the team to achieve consensus agreement and binding decisions.
* Work in the team to lead the continuous improvement process and behavior through regular reflection and adaptation.
* Liaise/support business and development team during Release cycle.
* TFS & Serena implementation; this will result in automating app client and server-side builds and deployments.
* Experience with Atlassian tools (JIRA, Confluence)
* Projects: Ministry of Civil Defense (United Arab Emirates)

**Vodafone Telecommunication, Cairo, Egypt Dec 2009 – Nov 2011**

We have come a long way since making the first ever-mobile call in the UK on 1 January 1985. Today, more than 400 million customers around the world choose us. In 30 years, a small mobile operator in Newbury has grown into a global business and one of the most valuable brands in the world. We now operate in around 30 countries and collaborate with networks in over 50 more.

**Business Analyst**

* Responsible for the complete Requirement and Release cycle. From creating a Requirement Document to getting it released in Production and Testing.
* Identifying and proposing application system changes, better uses, enhancements and developments and liaising with appropriate vendors, users and the IT Team.
* Create logs to document testing phases and defects
* Conduct post-release/ post-implementation testing.

**IT Solutions, Cairo, Egypt May 2008 – Dec 2009**

IT solutions is the leading business IT solution provider in Egypt.

Since its inception in 1990, IT solutions has grown to be the leading under the dynamic leadership through a unique combination of local market presence, international level skills and the access to the worldwide resources of IBM and Cisco IT solutions consistently brings unparalleled IT business solutions to its customers.

**Web Developer**

* Identifying the type of content that the website will host.
* Writing the programming code, either from scratch or by adapting existing website software and graphics packages to meet business requirements.
* Designing the website's visual imagery and ensuring it's in line with company branding policy.
* Testing the website and identify any technical problems.
* Drawing up detailed website specifications.
* Designing and implement user-driven templates, databases and interfaces.
* Ensuring and organizing the hosting of the website, in cooperation with IT
* Strictly following all related security principles in cooperation with IT.

# Personal Details

**Date of Birth**: 16th of February 1985

**Place of Birth:** Kuwait

**Nationality:** Egyptian

**Languages:** Arabic, English