IBRAHEEM **AL DABBAS**
Business analyst Consultant

Profile Summary

Over 19 years of rich, end-to-end Business Analysis experience in the IT and Geographic information system (GIS) industries; A dynamic professional with more than 19 years of experience in life-cycle implementation, Business Process Modelling, testing, I am helping big organizations on succession in digital transformation projects and achieve their objectives; specifically in enhancing customer experience and response to change process, Experience and ability in the coordination, facilitation, analysis and development of high level business requirements and detailed requirement specifications within large and complex business environments, Efficient in mapping business requirements by interacting with Managers / Vendors / Clients / Consultants & other multiple stakeholders with strong skills, Rich experience in managing, providing management and handling activates from pre-award of project until the successful delivery of project

EDUCATION

Applied Science University, Jordan-Amman
Bachelor degree of Science in Computer Information Systems, 2000

PROFESSIONAL EXPERIENCE

Bahwan CyberTek *Oman — Senior Business Analyst*

Oct 2019 –present

- Understand business objectives: Collaborate with business leaders to gain a comprehensive understanding of organizational goals, challenges, and opportunities in order to assist portfolio identify potential IT solutions
- Requirement gathering and analysis: Conduct thorough analysis of business processes, systems, and workflows to elicit and document detailed requirements that align with business objectives
- Documentation & communication: Create comprehensive documentation, including business requirements, functional specifications, process flows, and user stories, to facilitate clear communication between business and technical teams

CONTACTS

PHONE
+968 94142827

EMAIL ME
clickibm@live.COM

in

SKILLS Highlights
- Innovative thinking
- Strategic orientation skills
- Problem solving skills
- Analytical skills
- Proficient in using BPM tools like ARIS and Visio
- Decision-making skills
- Project Management
- Learning Strategies
- Teamwork and Communication
- Technology Knowledge
- Service-focused
-

Professional Training
- Project Management Professional (PMP)
- Introduction to programming ArcObjects with VBA
- Introduction to ArcGIS I
- Introduction to ArcGIS
- Web Development Training
- Programming with Visual Basic .NET Training
- ITIL Foundation.
- Understanding of tools like Jira, Invision, Gliffy

- Identify, create and facilitate process design changes by conducting business and systems process analysis and design
- Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders
- Work closely with portfolio or project manager to align business goals and requirements to potential solutions
- Modeling business processes and identifying opportunities for process improvements.
- Identifying issues, risks and benefits of existing and proposed solutions and outlining business impacts.
- Lead knowledge building and sharing, using knowledge management methodologies, techniques, and processes

Jal Technology, Oman — *lead Business process Project*

Oct 2014 – Nov 2019

- Identifying opportunities for process improvements and system enhancements based on customer interactions
- Conducts analysis of business processes: current state analysis, gap analysis, identification, organizational assessment, and other related tasks.
- Work with stakeholders to understand what the business is trying to accomplish, and use this information to build business requirements and use cases
- Mapping process flows and other technology initiatives
- Developing process flows using tools such as Gliffy , draw.io , JIRA ,Visio.
- Creating user stories, acceptance criteria, design documentation, process flows and wireframes in order to clearly communicate a set of functional requirements.

- Conduct Enhancement e-Services Reviews across the Government e-Services: Interview customers/stakeholders in order to understand their business needs and translate them into functional specification design solutions
- Implement and maintain document control processes and procedures
- Captured as-is and to-be processes in ARIS or other process modeling toolsets
- Conducts feasibility studies and drafts proposals for evaluation by appropriate users and managers Develops and assists in the presentation of business cases
- Create Standards & Technical Specifications, Portal specification, Design / create specifications for User Experience /UI design of applications.
- Document, prioritize and recommend business process and organizational changes; develop and deliver business case(s)
- Participate in the creation of enterprise security policies, standards, and baselines.

DAR Al Riyadh

Saudi Arabia-Riyadh

Business Analyst   May 2009 - Oct 2014

- Manage and analyze the requirements from business demands of different stakeholders in the enterprise.
- Create User requirement document, functional specifications, use case specifications, statement of work, change request document.
- Conduct daily meetings between hot house meetings, requirements clarifications workshops and solution alignment workshops
- Analyze current (AS-IS) process and determines related functional requirements.
- Conduct and perform GAP analysis, preparation of business requirements, process re-engineering, data modeling and efficiency requirement needs.
- Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications.
- Collaborate with technical, project, and business stakeholders to solve business needs and ensure solution architecture is aligned with business drivers
- Reviews test plans and monitors the testing process to ensure that business results are adequately tested with minimal risk
- Work closely with developers and end users to ensure technical compatibility and user satisfaction

Arabian Geo System (AGS)

Saudi Arabia-Riyadh

Project coordinator   Nov 2008 - May 2009

- Assist the Manager Consultancy by providing information on potential technology solutions, costs and timescales for the clients.
- Work with project teams to understand their needs, manage expectations and ensure the proposals for change are customer-centric focus to keep progress on track
- Work closely with project manager planning projects and preparing documents
- Conducted project kick-off meetings, defined project objectives and scope, tracked risks, assumptions, and managed detailed project schedules using Microsoft Project.
- Responsible to facilitate meetings and coordinator between contractors
- Maintenance and consultation for decision-making issues. In addition, provide training and technical support to users/clients in remote and local municipal authorities.
- Overseeing applications development, RFP and contract development, and hardware and software acquisition.

Al-Moammer Information system (MIS)

Saudi Arabia-Riyadh

Senior developer   Nov 2007 - Nov 2008

- Design, develop, test and deploy desktop and/or enterprise applications according requirements
- Development Mobile application to indicate various types of business data.
- Analyzes requests for a variety of new applications, programs and modifications to existing application ; analyzes and documents user work processes and systems functionality requirements;

- Follows IT industry trends and evolution to ensure users have the best resources at their disposal; helps define the product roadmap and provides guidance on the same

United Programmers EST
Saudi Arabia-Dammam

Development Team Leader   Apr 2005 - Oct 2007

- Ensuring the team is consistently delivering working software to the standards the department expects
- Line management and personal development of a team of highly skilled developers
- Managing the delivery of multiple complex simultaneous system development projects from design through to release
- Capable of understanding and contributing to the technical solution from design through to code level
- Working closely with Development Project Managers and Business Analysts to produce accurate delivery estimates and manage the transition from analysis through to design and delivery
- Provide regular and effective progress updates to and work closely with Development Project

Shokerat & Co
Jordan -Amman

Software Developer   Oct 2001 - Mar 2005

- Work on multiple, complex projects and may coordinate the work of other technical resources.
- Led the development and design of our user-facing product
- Responsible for the design, development, and support of .Net web applications, ASP.NET
- Creating test programs according to specification.
- Providing support in the event of software failure.
- Ensuring accuracy of output on business critical systems
- Support customers and operational staff in issue resolution.
- Analyzing user requirements & then developing systems that meet their requirements

NAME OF THE ASSIGNMENT	Digital Transformation of the Ministry of housing services		
POSITIONS HELD	Business analyst		
CLIENT	Ministry Of Housing	LOCATION	OMAN
MAIN PROJECT FEATURES *(Brief Scope)*	**E- services portal's development** is a governmental initiative; As a part of the Ministry of housing endless seeking to digital transformation plan by providing integrated program of applications, solutions, and infrastructure. This all will contribute to the application of an integrated digital system that can lead to full automation of services and transactions, and provide electronic services in an automated system and in a safe manner by adopting the latest technologies, and enables the citizens and residents to submit requests		
ACTIVITIES PERFORMED *(Detailed role and activities)*	- Develop new business processes and analyze existing business processes, work-flows, and systems. - Gathering business requirements and analyzing them for the Authority's work in Arabic and English, and ensuring that they are understood and applied by the Development and Improvement Services team. - Develop detailed business analysis, outlining problems, opportunities, and solutions. - Understand and evaluate implications of business requirements on overall system and advise POs on best solution accordingly - Collaborate with the development team to design and validate solution architectures. - Collaborate with the business owners to identify and understand the business reporting requirements. - Translate business requirements into technical requirements. - Contribute to the integration and improvement of relevant data management systems and processes - Designing and implementing our BI solution (Spotfire) and ensuring that all data protection requirements are met - Creating customized dashboards that tell compelling stories and facilitate the decision-making process. - Manage phases of development including requirements analysis, system design, specification, development, testing and implementation. - Facilitate effective communication and collaboration between business and technical teams. - Manage expectations, address concerns, and ensure alignment between business and IT objectives.		

NAME OF THE ASSIGNMENT	Oman National Spatial Data Infrastructure		
POSITIONS HELD	Business analyst		
CLIENT	National statistical center	LOCATION	OMAN

MAIN PROJECT FEATURES (Brief Scope)	Oman National Spatial Data Infrastructure (ONSDI) is a governmental initiative; conceived to provide a framework for geospatial standards, policies, institutional arrangements, and technology infrastructure necessary to coordinate, facilitate, and support the sharing and utilization of geospatial Information across multiple government organizations in the Sultanate of Oman
ACTIVITIES PERFORMED (Detailed role and activities)	- Performing analysis of customers' and project functional and integration requirements into data warehouse. - Mapping existing business processes with future business processes using standard functionality to meet business requirements. - Working as a part of Data Visualization team which is primarily accountable for using visualization tools by creating dashboards and building visualizations layer. using tableau,SQL,Power BI - Work with internal and external stakeholders to continually optimize digital governance and decision-making processes as the business context and technology landscape changes. - Understand visualization needs. Translate requirements into wireframes /storyboards, and make design recommendations. - Test models and solutions to verify that requirements are met and ensuring high levels of data quality - Lead to design, implement flexible data warehouse architecture, including development of logical data models - Design, develop and maintain various ETL (extract, transform and load) processes to automate data processing, as well as data cleansing, integrity and validity testing. - Produce dashboards and reports using Power BI and regularly review for new features and functionality - Develops client requirements via industry standard techniques such as data flow modeling, case analysis, workflow analysis, functional decomposition analysis, data modeling and object modeling. - Manage phases of development including requirements analysis, system design, specification, development, testing and implementation. - Collaborate with different teams on the design and testing of new features and improvements to current applications

NAME OF THE ASSIGNMENT	OMAN'S UNIFIED ADDRESSING SYSTEM		
POSITIONS HELD	Business analyst		
CLIENT	National statistical center	LOCATION	OMAN
MAIN PROJECT FEATURES (Brief Scope)	National Unified Addressing System (UAS) is a governmental initiative; conceived to provide a framework for addresses of all buildings and residences & naming roads & numbering buildings by using the last technology of geographic information system (GIS)		
ACTIVITIES PERFORMED (Detailed role and activities)	- Translating business user stories to technical requirements - Gathering business requirements and analyzing them for the Authority's work in Arabic and English, and ensuring that they are understood and applied by the Development and Improvement Services team. - Studying and analyzing work procedures using best practices in this field - Interviewing the relevant persons with the aim of analyzing the different operations carried out by organizational units - Analyzing systems and their role in reaching the targeted deliverables - Identifying areas of possible improvement in procedures and processes		

- Identifying areas for improvement in systems and applications and how they affect the quality of deliverables.
- Determining the areas of intersection between systems
- Studying technical initiatives and systems and coming up with appropriate recommendations for the feasibility of purchasing / replacing / developing or reusing technical systems
- Developing technical guides to simplify the use of systems and applications
- Preparing and reviewing documents related to business analysis
- Ensuring that the requirements of the business sector are applied in development and improvement services.
- Managing user acceptance tests
- Continuous updating to document the current and future state of the application architecture in the enterprise architecture

NAME OF THE ASSIGNMENT	Smart Investment Map		
POSITIONS HELD	Business analyst		
CLIENT	National statistical center	LOCATION	OMAN
MAIN PROJECT FEATURES (Brief Scope)	The Investment Map helps Investors identify priority sectors and competing for investments, as well as existing and potential investors. Moreover, it helps companies identify potential locations for investment abroad		
ACTIVITIES PERFORMED (Detailed role and activities)	- Study existing services and draw a roadmap for possible enhancements / new applications to enhance productivity - Performing analysis of customers' and project functional and integration requirements into data warehouse. Visualization Dashboard is a tool which allows users to visualize the data in several ways by selecting certain filters, such as regions, countries, sectors, and project status - Understand visualization needs. Translate requirements into wireframes /storyboards, and make design recommendations. - Test models and solutions to verify that requirements are met and ensuring high levels of data quality - Design, develop and maintain various ETL (extract, transform and load) processes to automate data processing, as well as data cleansing, integrity and validity testing.		

NAME OF THE ASSIGNMENT	Geo Balaghat Mobile		
POSITIONS HELD	Business analyst		
CLIENT	Makkah Municipality	LOCATION	KSA
MAIN PROJECT FEATURES (Brief Scope)	Geo complaints App for Facility is an online and official application for Makkah Municipality for complaints of facilities; GeoBalghat Mobile is designed to increase the productivity of employee that allows them to provide complaints and requests for maintenance of public facilities in Mecca sponsored, where it can be provide details and photos and GPS data from mobile and register complaints on the geographical map		

ACTIVITIES PERFORMED *(Detailed role and activities)*	• Work closely with business stakeholders to analyze business workflows, and to assess opportunities for improvement using spatially aware business processes and techniques • Development of business cases for spatial business improvement opportunities • Documentation of business and user requirements

NAME OF THE ASSIGNMENT	Investment services - board license		
POSITIONS HELD	GIS Developer		
CLIENT	Riyadh municipality	**LOCATION**	KSA
MAIN PROJECT FEATURES *(Brief Scope)*	Online application allows supervisors of Riyadh Municipality to monitor and control the billboards in Riyadh and issue Violated Boards		
ACTIVITIES PERFORMED *(Detailed role and activities)*	• Performing analysis of customers' and project functional and integration requirements. • Manage phases of development including requirements analysis, system design, specification, development, testing and implementation. • Collaborate with different teams on the design and testing of new features and improvements to current applications		
Name of Project	Ultimate Software (ERP solution)		
Client	Al harbi Co.	**Role in Project**	**Developer**
Brief Project Description	system consists of 3 modules (Accounting, Warehouse, Human Recourse)		
ACTIVITIES PERFORMED (Detailed role and activities)	• Build, maintain and use code stacks to deliver custom software solutions for our clients and teams, and digital products to complement our firm's current offerings. • Design, develop, test and deploy desktop and/or enterprise applications according requirement • Part of a 5-6 person team developing a new product for (accounting statement , warehouse ,POS) over the desktop app, Using MySQL Database and other effects Visual Basic version 6.0 includes: ADO object model and properties, Grid control for summarized results, Crystal Report, EST • Environment: Visual Basic 6.0 with MySQL, Crystal Report		