Digital Transformation Leader | IT Business Analyst | Product Owner| Scrum Master

Summary

Results-oriented IT Business Analyst with over 6 years of experience in leveraging technology solutions to drive business improvements and enhance operational efficiency. Skilled in translating complex technical concepts into actionable insights for stakeholders. Expertise in Agile Methodologies, data analysis, and project management with strong communications skills to bridge the gap between technical teams and business stakeholders.

Professional Experience

Digital Transformation Lead & IT Business Analyst / Nextcare – Allianz Partners, Dubai, UAE

- Translate business requirements into clear and concise functional specifications for the technical team and write the acceptance criteria for the User Stories.
- Coordinate with developers, testers, UI/UX designers and DevOps to ensure smooth workflow and remove any impediments that may hinder progress.
- Organize and facilitate all sprint ceremonies, including planning, daily stand-ups, refinement and retrospectives.
- Guide the team in adopting and practicing agile methodologies.
- Act as a liaison between the development team and stakeholders, ensuring clear communication and alignment on the project goals, progress and timelines.
- Assessing priorities, developing and maintaining an appropriately prioritized backlog of tasks ready for implementation.
- Identifying opportunities for system and process improvements.
- Conducting training sessions and workshops for clients to facilitate the adoption of the systems.
- Train Level 1 teams on assisting the end users
  Provide support on Level 2 tickets.
  Maintain global user guides quarterly and prepare technical documentations and diagrams.
  Monitor the digital utilization of new and existing features by creating dashboards.
  Report benefit realization for all projects and conduct UAT.

Business Operations Support / Nextcare – Allianz Partners, Dubai, UAE

- Oversee day-to-day operations to create a smooth workflow and ensure the following of the established procedures. Answer inbound calls and assist the customers with their queries.
- Claims pre-certifications and adjudication with compliance to established policy guidelines as well as managing and providing overall guidance about medical cases review and authorizations over the phone.
- Identify areas for operational improvement and implement processes to enhance efficiency and ensure quality.
  Use key performance indicators (KPIs) and data analytics to create reports on the effectiveness of operations and to drive informed decision-making.

IT Business System Analyst / AL BAKI SOLUTIONS

- Work closely with business stakeholders to understand their needs, objectives, and challenges.
- Collaborate with technology teams to design solutions that meet business needs.
- Present findings, recommendations, and project updates to various audiences.
- Create detailed documentation including business requirements, process flows, use cases, and user stories.
  Participate in system testing, user acceptance testing, and validation of implemented solutions.

Skills

• Agile Methodology • Jira • Insurtech • Documentation • BPMN & UML Diagrams • Team leadership • Time management • Solution Oriented • Business Requirements analysis • Fast Learner and Hardworking• Adaptability • Ability to wok under pressure • Communications and presentations • Cross-functional Collaboration • Stakeholder Engagement • Testing and Quality Assurance • Reporting • Microsoft Office (Word, Excel, Power Point, Access, Visio) •Energetic • Flexible • Friendly, helpful and polite • SQL Server Management • API understanding • Programming Language • Service Now • Mobile applications and Web projects delivery • Systems Analysis • Kanban • Gap Analysis

Education

SEPTEMBER 2013 – AUGUST 2018   / Al-Baath University

Bachelor Degree in Information Technology

Languages

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- Arabic (Native/Bilingual)
- Romanian (Native)
  English (Fluent)