Eslam Mohamed Khalaf Mohamed

Digital Transformation Expert
Enterprise Solution Architect (ESA)
Business Analyst / IT Analyst
ERP Specialist
SAP Certified Consultant
QA/QC
Project coordinator

Address: UAE
Mobile: 0568425000

◊ Personal Statement

I am a skilled SAP certified consultant/ Business Analyst with 8 years' experience in the government services sector whose specialisms cover digital services, smart solutions and digital transformation, among others. I am conscientious, a strong communicator and committed to creating clear, easy to follow procedures and documentation that help businesses progress. I am a confident, collaborative leader, capable of managing teams and getting the best out of colleagues with diverse skill sets.

◊ Work history / Work Experience

○ Freelancer "Business Analyst – Enterprise Solution Architect (ESA) "
October 2020: Present
- Consult with teams as needed on initiatives and provide tactical direction as well as provide architecture considerations on legacy solutions
- Understand and influence business requirements and strategies across the enterprise suite of products and enterprise programs.
- Collaborate with business Customers on development of initiatives to achieve business objectives. Formulate innovative alternatives.

Ras Al Khiamah Electronic Government Authority "RAK EGA "
November 2018: October 2020

○ Project 1#: Digital Transformation and governance for RAK government departments "RAK Public Prosecution "
○ Designation: Senior Business Analyst – Enterprise Solution Architect (ESA)

○ **Achieved duties**

- Evaluated efficiency and effectiveness of digital solutions and made updates for improvement.
- Review, analyze and evaluate business systems and user's needs.
- Document requirements, define scope, objectives and formulate systems to parallel overall business strategies.
- Document solutions from both a technical and business perspective.
- Prepare user manual / user guide for new improvements.
- Proficiency with agile or similar development practices.
- Construct workflow charts and diagrams; studying system capabilities; writing specifications.
- Execute Enterprise Data and System Integration Strategy.
- Define project requirements by identifying project milestones, phases and elements; forming project team; establishing project budget
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
- Maintain user confidence and protect operations by keeping information confidential.

○ **Project 2#: Digital Transformation and governance for RAK government departments "RAK Courts "**
○ **Designation: Senior Business Analyst – Enterprise Solution Architect (ESA) "**

○ **Achieved duties**
- Maintain user confidence and protect operations by keeping information confidential.
- **Check the work of "UAE Pass "services in RAK portal.**
- Prepare technical reports by collecting, analyzing and summarizing information and trends.
- Contribute to team effort by accomplishing related results as needed.
- Validate resource requirements and develop cost estimate models.
- Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programs of the client group.
- Interpret, evaluate and interrelate research data and develop integrated business analyses and projections for incorporation into strategic decision-making.
- Plan and coordinate the development of primary and secondary market research studies in support of strategic planning and specific marketing initiatives, as required and presents findings of studies to client committees.

○ **Project 3#: Digital Transformation and governance for RAK government departments "RAK Municipality "**
○ **Designation: Senior Business Analyst – Enterprise Solution Architect (ESA)**

○ **Achieved duties**
- Maintain user confidence and protect operations by keeping information confidential.
- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports.
- Review a variety of areas including operations, purchasing, inventory, distribution and facilities.
- Understand and communicate the financial and operational impact of any changes
- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes.
- Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement.
- Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues.

Raqmiyat – Dubai
September 2016: October 2018

○ **Project 1#: Digital Transformation and governance for RAK government departments "General Resources Authority "**
○ **Designation: Senior Business Analyst – Senior SAP Consultant "**

○ **Achieved duties**

• Provided base level IT support to non-technical personnel within the business.
• Developed user stories and to-be process flows to support the design and development of digital solutions for the clients.
• Worked collaboratively with team members to design solutions that met clients' business requirements and fulfill user stories.
• Elicited requirements using a variety of Advanced techniques (AI – ML – IRPA – Block chain – IOT).
• Participated in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end-user training.
 • Ensure that the IT department engages with business at a senior level to meet business.

 • Ensure stakeholder satisfaction (100%) by effectively achieving user's needs.

• Developed and maintained analytics reports and dashboards to provide actionable insights that support data-driven decision-making.
 • Ensure all architectural frameworks are maintained as specified.

Data Outsourcing L.L.C
September 2013: August 2016
○ **Project 1#: Smart Services – Dubai Public Prosecution**
○ **Designation: Junior Business Analyst**

○ **Achieved duties**
• Execute new digital services for end users "lawyers ".
• Facilitated design thinking workshops for end users to identify use cases and develop business requirements.
• Managed call flow and responded to technical support needs of customers.
• Resolved problems with system incidents.
• Works with project managers, establishes and manages the software development lifecycle (SDLC) for IT
• develop work plan timelines and manage workflows to meet project timeframes.
• Develop or assist project managers in developing implementation plans, including the scheduling of project milestones
• Makes recommendations for Service Improvement Plans and ensures actions are executed to standard and in accordance with established completion timelines
• Conducted research to address customer concerns.
• Answered system questions with up-to-date knowledge of functional and technical issues.
• Developed a reputation as an efficient service provider with high levels of accuracy.
• Learned, referenced and applied product knowledge information.

◊ **Professional summary**

● Extensive Business requirement gathering and analysis experience "8 years' experience "
● Ability to perform data analysis, reports and data visualization.
● Building and integrating information systems to meet exactly what users 's needs.
● Effective at evaluating system performance, finding indicators, and discovering how changes in operations will improve results and meet goals.
● Excellent at assessing the performance of organizations and individuals to take corrective action or make improvements.

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- Conducted in-depth interviews across the business to understand how employees wanted to work and discovered enthusiasm for distance working.
- Helped deploy and deliver a new cloud-based intranet which exceeded stakeholder expectations.
- Strong documentation skills on creating and maintaining. (PPT, MS, Visio)
- Practical knowledge of a wide range of technologies "AI – ML – IRPA – Block chain "
- Software engineer/developer moved more into a SAP applications specialist role.
- Capable of analyzing a wide range of business needs in highly complex industries.
- Excellence in assessing user's needs to understand problems and provide proper solutions.
- Work with users and the development team to propose and develop technical solutions to business challenges.
- Excellent in Identity Access Management and Single Sign Solutions.
- Manage documents relating to business rules, requirement specifications, wireframes, and functional requirements.
- Design and create the integration platform to ensure the seamless integration between systems / functions
- Solid experience in business analysis and all aspects of business practices giving me deep knowledge about what helps operations improve in efficiency.
- Extensive knowledge in analyzing user's needs and tailor digital solution based on his needs that enable him to do his responsibilities and duties easily in just a few clicks.
- Collaborate, identify and document existing business processes and workflows
- Works closely with the project team to help them meet all required tasks.
- Excellent in communication skills with end users and stakeholders.

◊ Skills

- Oral and written communication skills
- Interpersonal and consultative skills
- Facilitation skills
- Analytical thinking and problem solving
- Being detail-oriented and capable of delivering a high level of accuracy
- Organizational skills
- Knowledge of business structure
- Stakeholder analysis
- Requirements engineering
- Costs benefit analysis
- Processes modeling
- Understanding of networks, databases and other technology

- Work Well Under Pressure
- Relationship Building
- Software Design
- Analysis
- Teamwork
- Software Maintenance
- Process Improvement

◊ Education

Bachelor degree of Applied Statistics – data science and Information systems - Egypt

◊ Languages

Arabic: native
English: advanced "Fluent "
Hebrew: עברית beginner "Rosen school of Hebrew "online courses

◊ Certifications

SAP Certified Consultant
Digital Transformation Expert
PMP training Certificate
Many courses in advanced and digital technologies like "Artificial Intelligence – Machine learning – IOT – Block Chain - Intelligent Robotic Process Automation "

حكومة رأس الخيمة
Government of Ras Al Khaimah

هيئة الحكومة الإلكترونية
Electronic Government Authority

Certificate of Appreciation

The E-Government Authority has the honor to award this certificate to

Mr. Islam Mohamed Khalaf

For being the Outstanding Specialist during 2019

General Manager

General Business Use

21/12/2019

Raqmiyat L.

Ref: RAQ/1823/FINANCE/2018   13/12/2018
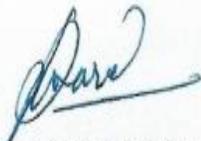
TO WHOMSOEVER IT MAY CONCERN

This is to certify that Eslam Mohamed Khalaf Mohamed, holding Egypt Passport No. A06634007 was employed with Raqmiyat L.L.C. from 11/05/2016 to 21/11/2018.

His/Her position at the time of leaving organization was SAP Consultant.

This certificate is given to him/her upon his/her own request and without any obligation or liability - financial or otherwise, on our part to third party. It is valid only if presented in original.

For RAQMIYAT L.L.C.

Rajendra Prasad Bejjarapu
AssistantFinanceManager

رقميات
Raqmiyat
(L.L.C.)