



PROFILE

7 years' experience in information Technology field, worked as business application consultant in business development companies, and application support in telecommunication company.

HIGHLY SEASONED AND RELIABLE INDIVIDUAL WITH SUPERB CUSTOMER SATISFACTION RECORD; ADEPT AT INTERDEPARTMENTAL COORDINATION, SEEKING TO MAXIMIZE FUNCTIONALITY AND EFFICIENCY AS A BUSINESS ANALYST.

CONTACT

PHONE:
+971 50 319 9109

Linkedin:
<https://www.linkedin.com/in/samir-guirguis-a57504a8>

EMAIL:
samir.guirguis.ece@gmail.com

LANGUAGES

Arabic – Native
English – Fluent

EDUCATION

Bachelor's degree
Faculty of Electronics and
Communication Engineering
Misr International University
[year 2014]

St. George School – Heliopolis
Secondary School
[year 2009]

SKILLS

Strong analytical abilities
Time Management
Problem Solving
Leadership
Teamwork

SAMIR GUIRGUIS YOUGHANNA

BUSINESS ANALYST

WORK EXPERIENCE

Dubai Maritime City Authority - United Arab Emirates
[Business Analyst]
July 2021 – Now

- Support of CRM & Solutions Existing Systems
- Providing Business process consultancy and optimization for business cycles and workflows
- Requirement Gathering and Analysis for the new services and change requests
- Designing Solutions' Implementation based on Microsoft Dynamics CRM
- Develop modules and workflows to meet business requirements
- Implementing New Modules
- Implementing Reports, dashboards, and views
- Customizing MS Dynamics CRM to meet solution's design needs
- CRM & Solutions deployment
- Conducting System Training

Link Development - Egypt
[Business Application Consultant]
January 2021 – July 2021
[Business Application Specialist]
July 2018 – January 2021

- Providing Business process consultancy and optimization for customer's business cycles and workflows
- Requirement Gathering and Analysis
- Designing Solutions' Implementation based on Microsoft Dynamics CRM
- Develop modules and workflows to meet business requirements.
- Implementing New Modules.
- Implementing Reports.
- Customizing MS Dynamics CRM to meet solution's design needs.
- CRM & Solutions deployment on customer premises.
- Support of CRM & Solutions Existing Systems.
- Conduct user acceptance and testing phase
- Participates in presales activities as presenting demos and writing proposals
- Conducting System Training.

Orange Business Services – Egypt
[Application Support Team Leader]
January 2016–July 2018

- Apply the division work plan at the beginning of the shift.
- Manage operation during the shift.
- Approve high priority tickets to be opened.
- Ensure that all incidents are processed as per the incident handling policy.
- Ensure proper shift handover to the next team leader.
- Represent the team in management meetings.
- Respond to all escalations according to the Incident handling policy.
- Provide valuable training sessions for the newcomers.
- Responsible for screening resumes, and phone interviews.
- Ensure incidents are routed to the proper next level/organization as part of the Incident management process.
- Maintain a good degree of technical knowledge of all Orange Business Services IT services and applications

COURSES

MB-200 Microsoft Power Platform
Dynamics 365 Core
Unix Admin I
Shell Scripting
Project management professional
(Certificate of attendance)
Basics SQL
Microsoft Dynamics CRM 365

Orange Business Services – Egypt

[Application Support]

December 2014 – January 2016

- Provide a professional first level technical point of contact for the internal users.
- Provide updates as needed to the customer to meet performance objectives.
- To ensure cases are allocated to the most appropriate 'next step' as part of the case flow process.
- To perform technical escalations in line with company procedure.
- To monitor systems, customer network security and products, and deal with alerts and events as appropriate.
- Document all troubleshooting, and a case management actions via the electronic case management system.
- To conduct initial diagnostics and undertake basic fault diagnostics to resolve where possible, customer faults.
- Diagnose fault-related cases by effectively utilizing software diagnostics and other network/product utility programs.