Rami Ayas
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Singapore MOM Approved – Schengen Business Visa Approved

Education

2010 to 2011: Arts, Sciences and Technology University in Lebanon, Beirut, Lebanon
Master's Degree in Business Administration (MBA)

2005 – 2008: Modern University for Business and Science, Damour, Mt. Lebanon
Bachelor's Degree in Computer Science

2004 – 2005: Baakline Official Secondary School, Mt. Lebanon
Official Baccalaureate Part II Degree in General Sciences

Professional Experience

September 2018 to Present: Inspire Innovations, Lebanon-Dubai
Business Analyst supporting MetLife Gulf and Egypt (MLGE) – Navigate Support project;

- Do the first technical level of troubleshooting of errors and redirect to higher support level if need be.
- Understand user requests by questioning further information and/or setup a webex call if need be.
- Gather business requirements for all tickets which can be referred to as enhancements.
- Follow up with the business on approval of BRDs so developers can initiate development in UAT.
- Test the changes in UAT to make sure they meet the requirements before they get deployed in PROD.
- Provide support post implementation of change requests.
- Reconcile claims shared by IT on a daily basis to make sure they have been pushed into BizFlow system.
- Monitor free space at the level of all drives of the application related servers and report space issues.
- Monitor system performance to understand which views or menus are slowing the system down.
- Complete BizFlow recertification on a monthly basis.
- Deliver changes and system outages sheets to MetLife IT on a monthly basis.
- Audit business communication templates on a yearly basis.
- Run queries to review cases' history or resolve errors at the level of cases in error mode.
- Create queries to retrieve the data required by business users.
- Edit content of troublesome xml files to unblock the flow of claims/policy related requests to BizFlow.
- Connect with BizFlow support team via their helpdesk as and when the need arises.
- Import users from LDAP, grant them licenses, and add them to the required BizFlow groups.
- Create rules at the level of various departments inboxes/OWA to stop email loops.
- Visit workflows designed in BizFlow process studio (BPS) to check conditions.
- Prepare monthly technical Vital Zign reports by collecting and analyzing information and trends.

February 2018 to Present: Inspire Innovations, Lebanon
Scanning and DMS Solutions Architect / RPA Developer supporting various projects in MEA region, including but not limited to KFUH digitization project (42 million pages) in Dammam and MetLife Gulf Redaction Project in Dubai;

- Define, design, and document information capture solution and process requirements according to customer requirements and scope of work within time constraints.
- Document technical specifications for information capture solution installation and configuration.

- Install, setup, and configure information capture hardware such as network devices, server and production scanning machines.
- Install, setup, and configure capture software according to solution design and technical specifications.
- Execute quality assurance testing, integration testing, and user acceptance testing.
- Manage and monitor user access rights or privileges to capture software used.
- Update workflow configuration as and when needed to optimize productivity.
- Liaise with Product technical team to plan new features i.e. OCR logic.
- Test and install new capture software version releases at the level of Microsoft 2012 production server.
- Upgrade MS SQL server database and integrate SQL server DB with excel.
- Create, maintain, & optimize SQL queries, views, functions, and stored procedures.
- Perform data migration and take database backups as required.
- Develop Excel VBA macros to generate reports automatically.
- Develop RPAs (automation scripts) to automate manual mundane tasks by building clean, testable, and reliable code and extending existing application code (VB code used) i.e. Redaction RPA, Triage RPA, Collation RPA, and RPA to OCR a PDF file.
- Write and update documentation of bot development and insert comments in the coded instructions.

September 2016 to January 2018: Inspire Innovations, Riyadh, Saudi Arabia
Project Coordinator for IT Consulting Company worked on Ministry of Labor and Social Development digitization project in Riyadh;

- Conduct meetings with business stakeholders to understand the current scanning procedure, DMS software used, business application used, and integration made between different applications to help build Business Requirements Document for sign off.
- Conduct meetings with departments' representatives to collect document types and formats used to build the organizational taxonomy and discuss possible RMS solution.
- Run UAT to test solution implemented by the technical provider (Laserfiche team) to make sure workflow configuration does adhere to requirements stipulated in the BRD.
- Raise support requests to the scanning solution provider and / or client IT helpdesk to help resolve solution/network issues.
- Communicate project status and deliverables with managers and clients.
- Review and ensure complete and appropriate documentation of processes, functionalities and modules.
- Provide training & support to end-users on Laserfiche application usage.

June 2016 to August 2016: Inspire Innovations, Lebanon-Slovakia
Trainee for IT Consulting Company on MetLife Central Europe – Post-implementation Support on Bizflow;

- Receive training on BizFlow and study insurance related tutorials.
- Support BizFlow users with requests which do not require coding.

January 2015 to May 2016: Infosysta, Beirut-Riyadh, Lebanon-Saudi Arabia
Technical Analyst – *Atlassian Expert* for IT Consulting Company on STC (Saudi Telecom Company) project;

- Understand customer needs and provide guidance on what may work with regards to workflows.
- Work directly with the customer developing complex JIRA workflows including project workflows (set post functions, conditions, validators and properties), field configurations, screen schemes, permission schemes and notification schemes to fit the desired outcome.
- Manage user permissions according to the needs of projects and teams.
- Apply the principles of Kanban methodology to design the required KANBAN boards.
- Write Jelly Scripts where necessary to meet client's needs.
- Write JQL advanced queries and create filters as per requested.
- Perform JIRA Service Desk configuration for various projects/departments.
- Design data migrations from non Atlassian Tools (Remedy, NPTS).
- Prepare user manuals to educate and enable the user to use the system to its full potential.

- Provide technical assistance and/or hands-on training in using JIRA to business units (CBU, EBU, BI, WBU, CEA, OEA…).
- Implement change requests and provide post-implementation support to end users (after Go-live).

September 2013 to December 2014: BUS (BUTEC Utility Services), Mkalles, Lebanon
Planner / Developer on Construction and AMI (Advanced Meter Infrastructure) project to install 500,000 smart meters over Northern Mount Lebanon and North governorate;

- Develop and update advanced excel formulas and link excel worksheets and files covering 14 divisions.
- Develop Excel VBA macros (VB code) to transfer data from excel files to the database and vice versa, and from several excel files to one destination excel file.
- Develop database software using MS Access 2013; create database schemas that represent business processes and design SQL queries in MS Access 2013.

June 2008 to August 2013: Polypus International, Aden Office, Yemen
Planner / Database Developer for contracting company on 5 construction projects: "Aden housing project, Safer School Renovation, Aden Port Construction Expansion, Lahj water lab and workshop construction, Design and Construction of the Iraqi Embassy in Sana'a, Yemen";

- Design baseline time schedule using Primavera 3 software configuring project work breakdown structure, project codes of accounts, activity duration, budgeted costs, work sequence, and resources allocation.
- Update current project schedules based on data provided by supervisors, monitor actual progress of activities, compare the updates with the baseline/target on a separate schedule (Highlight Implementation Issues), and identify the cause of delay.
- Keep the management updated on progress of works with weekly reports and schedule updates.
- Monitor execution to suggest appropriate and timely corrective action to achieve project milestones.
- Develop a detailed database for Aden Housing Project, linking the progress of development organization with the objectives of sales and marketing organization.

Language Proficiency: Arabic (Native Language); English (Very Good level both spoken and written); French (Intermediate Level)

Computer Skills: High proficiency at Microsoft Excel; Strong experience in Excel-VBA macros development; Thorough understanding of Object-Oriented Design concepts and structures; Strong knowledge of Programming Languages (MS SQL Server, VB, Java); Good knowledge of Programming Languages (JavaScript, ASP.NET, ADO.NET, VB.NET, C#, HTML, XML); Good understanding of MVC framework; Strong knowledge and familiarity with agile tools (JIRA, JIRA Service Desk, JIRA Agile); Strong knowledge of Agile Methdologies (KANBAN); Strong knowledge of MS Office (Word, Excel, Access, Power Point, Microsoft Project); Good knowledge of standard SQL server database; Knowledge of software development lifecycle (SDLC); Excellent understanding of digital transformation services; Good knowledge of Artificial intelligence and robotics; Strong experience in planning using Primavera Project Management tool P3; Very Good experience in configuration of information capture tools (KCP, KIIS); Familiarity with BPM tools (BizFlow).

Additional Competencies: Ability to work independently and efficiently to meet deadlines; Ability to multi-task, organize, and prioritize work; Consulting experience with consulting/software companies; Ability to work under pressure in a fast-paced environment and maintain a professional attitude; Ability to understand business requirements and translate them into technical requirements; Talent for writing clean code; Ability for critical and analytical thinking; Ability to maintain strong attention to detail; Desire to work in a challenging environment and learn new technology skills; Readiness to travel based on work needs; Good interpersonal, written and verbal communication and presentation skills.