

- N A D E R C O S T A -

Senior Business Analyst

Beirut, Lebanon • (+961) 3 793549 • costa.nader@gmail.com • linkedin.com/in/nadercosta

A Dedicated and experienced Senior Business Analyst with transferable skills and demonstrated 10 years of experience in the banking sector especially in one of the leading banks in the middle east.

A proven record of accomplishments in project management, business analysis, and baking operations where I have management and contributed in multiple complex projects including the implementation of a large-scale core banking systems. Throughout my current and previous engagements, I was involved in custom service and training roles, of all of which broadened my professional network and equipped me with strong project management skills.

SKILLS

- ▶ Proven experience in Agile and Waterfall Methodologies
- ▶ Proven experience in project management, project reporting and project testing
- ▶ Proven experience in leadership
- ▶ Excellent Analytical skills and critical thinking capabilities
- ▶ Excellent Problem-solving abilities
- ▶ Strong decision-making abilities
- ▶ Excellent communication and collaboration
- ▶ Result oriented
- ▶ Computer Skills: Jira Agile, Lucid chart, IPM, Oracle OBIEE, Oracle FCUBS, Turnkey Application, Levant Net Application, MS Word, MS Excel, MS Power Point, MS Visio, MS Teams, SQL developer.

PROFESSIONAL EXPERIENCE

FADEL Partners, Beirut • Senior Business Analyst

05/2022 - Present

I joined FADEL Partners in May 2022 as a Senior Business Analyst under the North America (U.S.) Practice which introduced me to Intellectual Property and Rights Management aspect and helped me develop my knowledge in this business. Currently I'm a lead B.A on Hachette Livre, the biggest publisher in France and Europe.

- ▶ Lead the process of collecting, defining, and analyzing business requirements from stakeholders by conducting on-site and online meetings to understand the business need in order to identify inefficiencies and gaps to propose proper solutions and improvements
- ▶ Create clear and detailed comprehensive documentation of requirements (user stories, blue prints, and CR's) to ensure that they are aligned with the stakeholder expectations
- ▶ Organize Conference Room Pilot (CRP) to demonstrate potential solutions and gather feedback from stakeholders
- ▶ Establish clear channels of communication with all FADEL Stakeholders (Product, Shared Services, and Cloud-Ops Teams) to provide regular updates on project progress, including milestones, deliverables, and any potential risks
- ▶ Resolve conflicts by negotiating requirement changes to reach a consensus after analyzing how proposed changes will impact the existing processes, systems, and stakeholders

- ▶ Involved in creation of the contingency plan to ensure that the project team can continue to operate smoothly
- ▶ Develop and create test plans to ensure that improvements developed are accurate and ready to be delivered to the client. In addition to bugs raised, are properly fixed and meet the business requirements. This includes functional testing, user acceptance testing (UAT), and performance testing
- ▶ Work closely with the product and shared services team to resolve promptly addressed defects and issues discovered during testing or post-implementations
- ▶ Participate in the migration and integration planning by ensuring that the processes are well-aligned with business objectives, meet client needs, and are executed with minimal disruption
- ▶ Provide weekly feedback to the Delivery Manager & FADEL upper management on project progress and escalated project-related problems when necessary
- ▶ Prepare training materials and deliver on-site training sessions for client end-users
- ▶ Prepare training sessions, share my expertise and best practices with new and other team members
- ▶ Continuous work with the automation team to provide test cases and data sets to ensure that product release automation testing is accurate and reliable

Bank AUDI SAL, Beirut • Lead Senior Business Analyst

01/2021 - 04/2022

In 2021, I was promoted to Lead Senior Business Analyst leading a team of 8 personnel, handling the clearing house department and the branch operations requirements by supporting the management with the implementation of the bank product offerings and the central bank new circulars.

- ▶ Provided continuous support to senior management and staff across all the bank branches by recommending solutions to any issue faced
- ▶ Participated in bank and central bank's new circulars and requirements by providing solutions to ensure proper setup and process implementation
- ▶ Manage, implement, and support the clearing, cash and other operational activities by submitting day-to-day reports to the Branch Network Manager and Senior Stakeholders
- ▶ Led migration strategy of the clearing checks during the merge of Bank AUDI SAL and AUDI Private Bank SAL
- ▶ Resolved and guided the team in the event of any incident or system interruptions
- ▶ Monitored day-to-day cash management and cash optimization of 50 branches
- ▶ Delivered and tested successfully a disaster recovery/business continuity plan for the clearing department and branches
- ▶ Lead the prospective launch of Hyper V Software by Microsoft
- ▶ Supervised project and coordinated with all team members to keep the workflow on track
- ▶ Managed project correspondence by preparing and review project proposals, memos, minutes of meeting, and e-mails
- ▶ Participated in project design meetings and propose improvements if necessary
- ▶ Led the prospective launch of the Electronic Clearing House System by setting module and processes, setup analysis, and action plans with the Lebanese Central Bank & InnSys, which should be implemented across all Lebanese Banking Sector.

Bank AUDI SAL, Beirut • Business Analyst

01/2016 - 12/2020

In 2016 I was promoted and transferred from the branch to the head office as a Business Analyst, after being nominated twice in 2015 as top performer and quality ambassador for the branch operations, where I was assigned to be part of Bank Audi's retail teller stream that undertook the project implementation of the new Core Banking System ("CBS"), Oracle Flexcube.

- ▶ Built strong business relationships between cross-teams (Domain Head/Business Units/Project Managers/IT Quality Assurance/IT Core Unit) to develop in-depth knowledge of the business needs and system to ensure transfer and sharing correct requirements with the developer
- ▶ Analyzed, evaluated, and explained current business and system processes, interfaces and workflow, to system provider to identify functional gaps and drafted the required customizations
- ▶ Participated in Bank's new requirements by completing and updating project documentation (RSDs/FSDs), managing project scope, adjusting schedules when necessary and ensuring efficient and on-time delivery of project tasks and milestones
- ▶ Parametrized all Retail Teller products aligned with business needs, drafted and executed multi-phased testing scenarios (BPT, SIT, UAT, Pre-Prod) and validated the results.

Modules implemented: Transaction Code Description, FX Dual Validation & Reservation, Customer Blacklist, Clearing Checks, Relationship Pricing, Value Date Concept, Overdraft Dual Validation, Retail Teller Operations.

- ▶ Led and contributed to the integration, migration strategy of the clearing checks, and FX transactions
- ▶ Collaborated closely with the Finance & Business departments to reconcile excel reports and ensure the financial and accounting entries matched
- ▶ Provided feedback to head of units, project managers, and upper management on progress of issues/tasks, and escalated problems, when necessary
- ▶ Assisted in writing policies and procedures and user manuals for 85 branches for each module held responsible of, in addition to system documentation (RSDs/FSDs)
- ▶ Delivered comprehensive and cross-departmental training and coached over 2000 bank employees and staff across Lebanon to ensure a successful project delivery across the organization

Bank AUDI SAL, Beirut • Branch Operation Officer

08/2012 - 01/2016

I joined Bank AUDI SAL as a fresh graduate in 2012 as a branch operation officer which introduced me to the operational banking aspect and helped me develop my soft skills.

- ▶ Conducted all counter operations (Cash, Foreign Exchange Transactions, Clearing Checks, Transfers....)
- ▶ Increased business development by approaching prospects to attract new customers
- ▶ Coordinated and provided specific assistance of on-the-job trainings to the interns
- ▶ NOVO advisor (Virtual Interactive Branch) – selected between 30 employees to represent to customers the banks' new virtual branch and alternative delivery channels.

EDUCATION

Bachelor of Science, Accounting • Lebanese American University (LAU), Beirut

2011