Bassem Kaawache

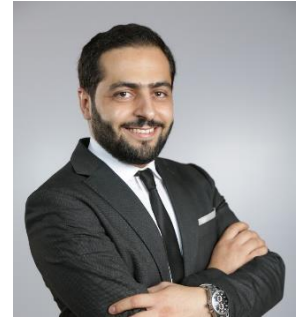**Senior Business Analyst at Khatib and Alami, Lebanon**

Valid KSA Residency Permit

+961 3 485419 / +966 545152212

bassem.fawzi@gmail.com

www.linkedin.com/in/bassem-kaawache

Profile Summary

- Over 14 years of experience in **Information Technology**, **Digital Transformation, Geographic Information Systems (GIS)**, **Data Analysis, Project Management, Business Analysis, Quality Monitoring, Performance Planning Analysis** and **Training Programs** in **MENA** region including **Saudi Arabia, UAE, Lebanon, Iraq** and **Egypt**.
- Expertise in conducting **Knowledge Transfer Programs & Training** and mentoring team-members (**Certified Instructor**).
- **Project Manager** with expertise driving projects and leading cross-functional teams maintaining focus on achieving bottom-line results while formulating and implementing business solutions to meet a diversity of needs using **Waterfall** and **Agile** methodologies. (**PMP Certified**).
- Vast experience in **Business Analysis** tasks from requirements gathering, requirements documentation, requirements validation and tracking.
- Significant knowledge in **Process Engineering**, **Quality Documentation**, **Performance Planning Analysis** and **Training** using **CMMI Standards** (**CMMI Certified Auditor – Level 3**)**.**
- Strong Experience in **Data Analysis** from collection, migration, analysis, QA/QC and strategy plans.
- Solid **GIS experience** in Real Estate, Planning, Facility Management, Municipalities, Governmental, Utilities, Transportation Industries, Business Intelligence, and Location Analytics.
- Excellent **Communication**, **Client Interaction** and **Building trust** and **Presentation**.
- Strong **Analytical Thinking and Pattern Detection**, and **Problem Solving** abilities.

Experience

14+ years of experience in

KSA

UAE

Lebanon

Iraq

Egypt

Khatib and Alami — **Senior Business Analyst/Project Manager** — January 2014 - Present

- Manage projects including all activities from initiation, Planning Project Resources, Leading Project Team, Time Management, Budget, Quality and Satisfaction, Manage Issues and Risks, Monitoring Progress, Reporting, and Documentation
- Expertise in managing projects in Waterfall and Agile scrum mastering methodologies.
- Execute business requirements elicitation, analysis and validation tasks
- Translate & document the business needs into solutions & technical requirements
- Improve business performance throughout the department by ensuring quality, applying processes and auditing projects performance using CMMI standards by defining KPIs
- Conduct multiple training courses programs
- Collect data, analyze, store and tailor solutions to improve processes and services
- Handle complicated and delayed projects as SWAT team head

Khatib and Alami — **Business Analyst** — Jan 2013 – Dec 2013

- Publish services on Portal for ArcGIS
- Execute business requirements elicitation, analysis, documentation and validation tasks
- Prepare data development and QAQC plans
- Design Geodatabase (conceptual, logical and physical)
- Conduct interviews, meetings, and presentations
- Manage Business workflows and re-engineer processes throughout an organization
- Communicate with the departments to discuss the technical requirements

- Participate in developing standard work procedures and templates
- Provide end-user training and technical support
- Contribute in data collection and evaluation
- Configure Esri products using Portal for ArcGIS
- Integrate and configure SAP products with ArcGIS platform

Khatib and Alami — **Senior Data Analyst** — **Jan 2011 – Dec 2012**

- Perform advanced and innovative data processing tasks
- Coordinate with cross-functional teams in different locations for data quality, analysis, and workflow like Model Builder
- Develop and designed database structure
- Solve all technical problems issued during the development phase of the projects
- Create daily processes and QA/QC reports
- Manage the delivery time of the projects
- Participate in developing and preparing the processes and procedures for the data development department

Khatib and Alami — **Data Analyst** — **Jan 2010 – Dec 2010**

- Execute data validation and quality control tasks
- Conduct in-house and on-site training for the team and for clients for data processing, data capture, and software training
- Create analysis report for how to use different ETL tools
- Perform basic and advanced data processing tasks
- Assist in development and upgrading of database systems and analytical techniques
- Implement the documentation for numerous data processes
- Provide ongoing GIS support for multiple projects

Khatib and Alami — **Senior Data Technician & Certified Trainer** — **Jan 2009 – Dec 2009**

- Create, store, and update related data on roads, drainage, water supply, etc.
- Assist in the expansion and accomplishment of excellence control procedures and domestic procedures
- Solved software users' inquiries and problems with proper solution
- Handle related software to manipulate spatial and quality data
- Generate reports using IT / database systems and assist in their analysis
- Conduct software, operations, and on the job training for different project
- Provide training to new recruited staff on the use of GIS software and applications

Khatib and Alami — **Data Technician** — **May 2006 – Dec 2008**

- Provide GIS data and maps as well as custom maps on project basis
- Analyze and managed geospatial data
- Collect and collated appropriate data to be used in databases and conducted related research
- Generate different graphical, digital, and expressive products using GIS (Geographic Information System) applications and RDBMS

Semanoor International — **Application Developer** — **Aug 2005 – May 2006**

- Publish the Saudi school educational books over the internet using VB Script.

Certifications & Memberships

	Description
	Project Management Professional (PMP) Certificate
	Esri ArcGIS Desktop Associate 10, 10.1 & 10.3 (Certified Instructor)
	Classroom Technical Trainer from CompTIA CTT+
	SCAMPI A V1.3 CMMI V1.3 Development Maturity Level 3, Auditor
	ArcGIS Desktop I: Getting Started with ArcGIS (Certified Instructor)
	ArcGIS Desktop II: Tools and Functionality (Certified Instructor)
	ArcGIS Desktop III: GIS Workflows and Analysis (Certified Instructor)
	Building Geodatabase (Certified Instructor)
	Network Analyst course from ESRI (Certified Instructor)
	CCNA 1: Networking Basics from CISCO
	CCNA 2: Routers and Routing Basics from CISCO
	CCNA 3: Switching Basics and Intermediate Routing from CISCO
	CCNA 4: WAN Technologies from CISCO

Education

	Degree
	2012 - BS in Computer Science from the Modern University for Business and Science, Beirut- Lebanon
	2005 - Diploma in Computer Information Systems from United Nations - Siblin Training College (STC), Saida - Lebanon.

Skills & Expertise

Databases

Oracle, MS-SQL, File-based, MS-Access

Software Tools

- **ESRI GIS Technologies**: ArcGIS Desktop and Extensions (3D Analyst, Network Analyst, Spatial Analyst, Data Interoperability), ArcGIS Enterprise (Portal, Server, Web App Builder, Collector, Survey 123, ArcSDE, Insights for ArcGIS, Operations Dashboard for ArcGIS)
- **Project Management** (MS-Project, DevOps MS-Azure, Target process)
- **Design** (MS-Visio, Enterprise Architect)
- **SAP** (CRM, ERP)
- **Microsoft Office Advanced** (Word, Excel, PowerPoint, Outlook)
- **Autodesk** (AutoCAD)
- **Others** (Microsoft Power BI, Google Sketch up, SPSS)

Platforms	Windows 8, 8.1, 10
IT Concepts	Data Structures, Programming Logic and Techniques, Concepts of Business Applications, DBMS and Software Engineering, Networking, Troubleshooting, Hardware and Software Maintenance
Programming Languages	C, C++, VB, Java, JavaScript, HTML, XML, PHP

Conferences

Year	Event	Role
2019	Esri Lebanon GIS Day 2019	Attendee
2018	Esri Lebanon GIS Day 2018	Attendee
2017	Esri Lebanon GIS Day 2017	Attendee
2016	Esri Lebanon GIS Day 2016	Attendee
2015	Esri Lebanon GIS Day 2015	Attendee
2014	Esri Lebanon GIS Day 2014	Attendee
2013	Esri Lebanon GIS Day 2013	Attendee
2012	Esri Lebanon GIS Day 2012	Attendee
2011	Esri Middle East and Africa User Conference, Beirut, Lebanon	Presenter for the "Creating Surfaces with 3D Analyst"

Languages

Arabic	Native Language
English	Professional working proficiency