

Functional Business Analyst / Consultant / Engineer

Chady MAALOUF

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Summary Statement

Seeking the most efficient and effective outcome for every process, based on a deep understanding, clear implementation, transparent work and focused consistency.

Work Experience (Full-Time Jobs)

Organization & Methods Officer

Oct. 2013 to date

First National Bank S.A.L. (Bank)

Policies and Procedures:

- Conduct workshops with the customer to gather data
- Organize information, establish the project structure and plan
- Validate and coordinate with the customer throughout the mission
- Design business processes and develop a complete manual ("As-Is" state)
- Analyze business processes and pinpoint underlying causes of a problem
- Suggest improvements and provide practical solutions to identified problems
- Ensure that process outcomes are in-line with the company's strategic goals
- Ensure that the plans for change initiatives are clear and comprehensive and that they support the smooth transition from current to desired situation
- Develop the manual reflecting the enhancements and improvements ("To-Be" state), according to the company's vision and objectives
- Monitor and control business processes and update them when needed
- Covered several bank departments / sections: Administration, Audit, Branches, Branch Management, Business Continuity Management, Compliance, Consumer Protection, Credit Cycle, HR, IT, IT Security, Operations, Risk Management, Trade Finance, Treasury, etc.

Business Process Reengineering (BPR):

- Understand and analyze the requirements of special projects
- Undertake an intermediary communication between the customer (business) and IT (technical development)
- Produce structured reports to accommodate for the project being addressed
- Establish the project plan, taking into consideration the resources and technology
- Pinpoint the issues related to the design and implementation of the project
- Understand the current environment to properly design solutions
- Develop an efficient change management strategy, programs and plans
- Perform quality assurance and testing on developed solutions / software / system commands
- Covered several types of projects: ATM enhancements, archiving system, automation of services, electronic banking services, systems' controls and restrictions, etc.

Content Management Director / PR & Marketing Responsible Mar. 2011 to Sep. 2013
ME Business Wire Ltd. (Media Agency)

- Update and maintain Qatar-exclusive news portal (www.qatarisbooming.com)
- Supervise two editors and organize the work load
- Communicate with journalists and media agencies
- Promote the website through social media tools
- Handle advertising campaigns on the website, agreements and barter deals
- Follow up with customers, prepare and submit campaign reports

Power-lines System Engineer Jul. 2008 to Sep. 2011
Topogest (Engineering Office)

- Gather, filter, correct and treat information datasheets for electrical lines
- Design and build electrical lines on "PLS-CADD"
- Create and edit topographical terrains on "Auto-CAD"
- Run calculations and submit reports

Software Quality Assurance Engineer Feb. 2007 to Jun. 2008
eSharing Corporation (IT Solutions Company)

- Thoroughly test "Agile Advantage" (Product Lifecycle Management software) and other software
- Find, identify and categorize software errors according to severity
- Write and submit reports and test cases
- Assist and deal with customers worldwide via a web-based e-mail platform
- Follow up with customers and come up with solutions or suggest workarounds

Work Experience (Part-Time Jobs)

Website Editorial & Tech. Support - National Ministry of Defense Feb. 2006 to Jan. 2007

Trainee - OGERO (Telecommunications Company) Jul. 2004 to Sep. 2004

Trainee - Siemens Mobile (Mobiles Sales & Maintenance) Aug. 2004 to Sep. 2004

Trainee – SGBL Insurance (Bank Assurance) Jul. 2002 to Sep. 2002

Education / Background

Masters in Business Administration - Ecole Supérieure des Affaires (ESA) Sep. 2018 to Dec. 2019

3D Animation - Expertise Training Center Sep. 2009 to Jul. 2012

Microsoft Certificate in Systems Engineer - American University of Culture & Education 2005 to 2006

B.E. in Computer & Communication Engineering - Notre Dame University Oct. 2000 to May 2005

- GPA 3.0
- Dean's List in Fall 2001, Spring & Fall 2004, Spring 2005
- Final Year Project: Design, construct and program a state-of-the-art digital guitar

BACC II in Exp. Sciences (Lebanese & French) - Notre Dame De Jamhour Sep. 1987 to Jun. 2000

Seminars / Certifications

Diplôme de Français Professionnel (DFP) - Avec mention	May 2019
Internal Control: Perceptions vs. Reality - Mr. Elie Safar	Jun. 2017
New Electronic Banking Technology Services: Trends, Security & Regulations - Association of Banks in Lebanon	Dec. 2015
Legal Assets of Primary Banking Operations - Association of Banks in Lebanon	Feb. 2014
e-Learning Courses - First National Bank	
<ul style="list-style-type: none">• Anti-money laundering• Introduction to finance• Key principles of communication• Manage project risk	<ul style="list-style-type: none">• Organizing a planned change• The challenges of corporate ethics• Providing a service that meets the customer's expectations

Personal Data

Languages

- Arabic, English, French (advanced level: understood, spoken and written)

Computer Skills

- Workflow (MS Visio, MS CRM, IBM BPM, Ivanti Service Manager)
- Documentation (MS Word, Adobe Acrobat)
- Spreadsheet (MS Excel, Google Sheets)
- Data visualization (MS Excel, Tableau)
- Email communication (MS Outlook, Mozilla Thunderbird, Hotmail, Gmail)
- Graphic Design (Adobe Photoshop)
- Web content management (WordPress, Drupal)
- Social Media (LinkedIn, Facebook, Twitter)

Personal Skills

- Organized
- Keen eye for detail
- Transformational competencies: organizational structure and culture, change techniques, project management
- Operational competencies: business process discovery, process modeling, analysis and design, policy and process development and management
- Problem-solving oriented
- Good team spirit
- Strong English (business emails, presentations)
- Very fast computer user

Hobbies

- 3D animation, guitar playing and teaching, music composing, sports