Naji M. Raffoul

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16 years of experience with International Banking Software Companies and Banks.
Working in a multi-cultural environment.
Having experience in:
Business Analysis
Technical/business Consultancy
Projects Coordination
Customer Support (providing software support pre and post Go Live),

Experience from both sides Software Provider/Vendor and Bank/Clients in Europe the Middle East and North Africa.

Professional Experience

Work for **BankMed**, Beirut – Lebanon.
(Starting May 2015 to present)
Title: Senior Business Analyst.

Main duties:
- Understanding service objectives and capturing business requirements through active listening & questioning techniques.
- Management and follow up with business and technical consultants to explore business process improvement opportunities.
- Collecting and analyzing data.
- Gathering banking business information/needs and translating them into technical schema to be understood applied by developers.
- Writing Business Requirement Specifications that successfully delivered necessary change in a manageable way.
- Project Coordination and follow up.
- Managing the work from initial request through estimation, approval, requirements, build and implementation.
- Modules parameterization under Oracle Flexcube.
- Involved in workshops / training / presentations.
- Presenting information that bring new perspective on the project.
- Finding different solution that will yield to business benefits.
- Providing detailed information in reports forms.

- Recognizing the key factors that will contribute to facilitate the project processes.
- Developing visions, taking ownership of that vision and ensuring the actions to achieve that vision are implemented.
- Assisting in the preparation of user and system test plans.
- Testing business applications from a business perspective to ensure that all client requirements are incorporated into the design.
- Quality Assurance and Performance Testing.
- Contributing in core banking project steps:
  Requirement gathering including documentation RSD/FSD.
  Delivery progress follow up.
  Sanity check/ Issues and defects resolution.
  Data Migration follow up.
  SIT, parameterization and test cases preparation.
  UAT/full-fledged Management testing and users support.

Work for **BankMed**, Beirut – Lebanon.
(Starting November 2014 to May 2015)
Title: Head of SAS (System Analysis Support).

Main duties:
- Ensuring all banks employee service is timely and accurate on a daily basis.
- Setting specific customer service standards.
- Providing leadership and direction to the team.
- Leading Analysis, feasibility workshops and development of new requirements.
- Driving necessary changes for the improvement of operational and organizational efficiency of the team.
- Collecting feedbacks on the section performance.
- Day to day follow up with different vendors.

Worked for **Temenos Middle East**, Beirut – Lebanon.
(Starting November 07 to November 2014)
Title: Technical Consultant Team Leader.
Projects Locations:
UAE Ajman – Ajman Bank
Lebanon Beirut - Libano-Francaise Bank
Algeria Algiers - CNEP La Caisse Nationale d'Epargne et de Prévoyance Bank
Turkey Ankara – T.C.Ziraat Bank
UAE Abu Dhabi – UNB

Main duties:

- Implementation and follow up of T24 system at the client site on Unix Platform.
- Involved in Complete Life Cycle of Implementation process from GAP Analysis, FSD Documentation, User Testing, UAT, Data Migration, GO-LIVE to Post Live Support.
- Knowledge in Application, Interfaces Design, Development & Implementation.
- Environment and Release Management.
- Training of client users and IT staff.
- Provide assistance in setting parameters.
- Integration and Unit testing.
- Data Conversion.
- UAT (User Acceptance Testing) running and follow up.
- Customer on site Support.
- Preparation for Launching in Live Mode.
- Deployment of fixes and patches in various environment.
- Initiating and monitoring the close of business (cob).
- Raising defects to Help Desk and following up after verification.
- Auditing the environments after deployment.
- Creating user, groups, enquiries and records in other technical applications.
- Packaging and releasing the records through the T24 build control utility to move them from one environment to another.
- Patch deploying and testing.
- Custom screens designing and development.
- Composite and Tab screens design using Temenos Toolbar.
- Various enquires and reports creation.
- User menus and security access rights (SMS) creation.
- Multi-Threaded Routines development.
- Deal Slips and deliveries design.
- Reporting / Enquiries
- Providing assistance and advice to business users in the effective use of applications and information technology.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.
- Writing technical procedures and documentation for the applications including operations, user guides, etc., business requirements and requirements analysis.
- Assisting in the creation of the system design and functional specifications for all new development projects.
- Serving as a liaison and facilitator between all business units to assist in addressing solutions.

- Conducting meetings with potential clients, ie. presentations of our applications, preparation of Gap analysis, etc.
- Establishing and maintaining professional relations with clients through effective and professional conversations.
- Giving advice/consultation to the clients whenever new issues or queries arise.
- Planning and organizing activities based on the priorities established by the client and/or management.
- Gathering and clarifying business requirements.
- Resolving problems through communication with the clients or through monitoring on the clients site.
- Applying business knowledge to the applications.
- Communicating and responding to clients queries in a professional and timely manner.
- Delivering internal and external trainings of the company's products.

T24 experience summary:

- Core Modules
- System Administration
- Cob Management
- Configuration and Release management
- Customization
- Info Basic Jbase Development

Worked for **SAB Méditerranée,** Beirut - Lebanon.
In the System Maintenance and Support Department (Starting August 05 to October 07).
Title: Software Task Leader.

Main duties:
- Testing & Editing programs for the banking system.
- Providing Software Support.
- Debugging programs and delivering new versions to the clients (banks and financial groups).
- Assisting the client software users in finding solutions and guide them to use the most suitable functions (Help-desk).
- Finding solutions to the client's incidents/ problems.
- Analyzing anomalies and system bugs.
- Resolving technical and business problems through communication with the clients or through monitoring on the clients site.
- Establishing and maintaining professional solutions responding to client queries.

- Handling and communicating with clients in France, Africa, Central and North America.
- Hotline for clients in Lebanon and Middle East.

Training Programs

- Bank Audi in Beirut - Lebanon
- Intercontinental Bank in Beirut IBL – Lebanon.
- American Life Insurance Company in Beirut – Lebanon.

Skills

- **Languages:** English, French and Arabic; Beginner in Spanish
- **Computer:** C++, Java, Java Script, HTML, Oracle, SQL server, Photoshop, Illustrator, Access, Pascal, Assembly, InfoBase, JBase, COBOL, AS400, Ms Dos, Unix, OS‑ibm aix 5.3, web tool - apache tomcat

Education, Qualifications & Seminars

- **B.S. in Computer Science (A.U.S.T.)**
  American University of Science and Technology, Lebanon.
  (Affiliate to the State University of New York, and Villanova University, Pennsylvania – USA)
  Date of Graduation: July 2004
- **MBA Candidate (A.U.S.T.):** Degree in progress
- **PMP** certificate preparation
- **Microsoft Excel Tailored Certificate**
- Attended seminar and training in Vannes - France.
- Attended professional technical seminar in Chennai – India

Personal Skills and Character

- Hard working spirit, motivated, positive, dynamic and adaptable to new systems
- Enjoy team work
- Reading, Sports, Computers and Music

REFERENCES ARE AVAILABLE UPON REQUEST