

Fouad Ghazi

Information Technology Management Graduate

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Summary

A dedicated and creative Information Technology Management Fresh Graduate with less than 1 year of experience in the business analyst industry. Responsible for the effective and successful management of labor, productivity, quality control, and data analysis. Effective leader who performs well in a collaborative environment with managers, clients and coworkers. Adept at ensuring timely delivery of projects and reports and their technical feasibility. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Part – Time Junior Business Analyst – 02/2020 to 05/2022

Fatinah Fashion, Beirut, Lebanon

- Coordinated with management team to identify relevant innovative sustainable solutions to overcome the challenges.
- Implemented regular, in-depth analyses of the organization's policies and processes to ascertain strengths and shortcomings.
- Coordinated strategic decision making for crisis-induced opportunities through a business model adaptation response.
- Understood the business' current process and requirements and integrating sets of data into frameworks used to develop practical solutions as well as technical assistance.
- Delt with marketing strategies and was responsible automating a system for tracking orders from the manufacturer to the client.
- Managed account relationships and built strong relationship with clients; handled and resolved all customer's complaints.
- Acquired strategic partners and generated new revenues and increased customer base. Negotiated terms and conditions of contract to successfully achieve desirable results.
- Conducted market research and analyzed the relevant data to identify key opportunities, trends and competitors, while analyzing data of the company (products, customers, orders, Etc.)

Intern – 06/2022 to 08/2022

Stanley Black & Decker, Inc, Dubai, UAE

- Identified the correct bottlenecks in the project. Compiled and gathered information regarding the project and kept track of the project activities.
- Gained valuable experience in data analysis utilizing SAP tools.
- Demonstrated proficiency in extracting, manipulating, and interpreting data to derive actionable insights.
- Generated comprehensive reports that effectively communicated findings and recommendations. Provided feedback on areas.
- Developed a strong foundation in data analysis and reporting, while using the accurate methodologies and tools to provide the results in full accuracy.

Projects

Automated Information Management System for Santona Residence – 2023

- Collaborated with team members to distribute tasks and ensure effective project management.
- Conducted interviews with the general manager of Santona Residence to gather business requirements and insights.
- Created comprehensive use-case diagrams, narratives, dataflow diagrams, activity diagrams, and sequence diagrams for various system functions.
- Designed and documented the system's data structure and class diagrams.
- Prioritized and evaluated use cases based on their impact on architectural design and functionality.
- Assisted in the creation of a use-case priority matrix to determine project priorities.

Database Design and Implementation of Business Rules – 2022

- Led a significant project focused on the design and implementation of a comprehensive database system to streamline and optimize organizational operations. The project involved extensive business rule analysis, ER diagram creation, schema mapping, and SQL code development.
- Conducted in-depth interviews with key stakeholders, including the Maison M manager, to gather insights into the organization's requirements and operational constraints.
- Designed Entity-Relationship (ER) diagrams to visually represent the database structure and its relationships.
- Developed SQL code to create the database tables and populate them with initial data.
- Formulated a series of SQL queries to extract valuable insights from the database, such as retrieving customer names, identifying employees by branch, and counting orders on specific dates.

Education

Bachelor of Bachelor of Science, Information Technology Management – 2023

Lebanese American University, Beirut, Lebanon (Graduated with Honors GPA 3.3)

Certifications

Play it Safe: Manage Security Risks, Google – 2023

Foundations of Cybersecurity, Google – 2023

Preparing Data for Analysis with Microsoft Excel, Microsoft – 2023

Skills & Expertise

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| • Leadership & Team Management | • Decision Making |
| • Communication & Negotiations | • Microsoft Office |
| • Problem Solving | • Emotional Intelligence |
| • Strategic Planning | • Market Research |
| • Business Development | • Presentation Skills |
| • Adaptability | • SQL |
| • Customer Service | • Business Analysis |
| • Planning & Organization | • Customer Relationship Management (CRM) |
| • Inventory Management | • Analytics |
| • Data Analysis | • Database Administration |
| • Time Management | • SAP |

Languages

Arabic: Native | **English:** Fluent