

Mohammad El-Zein

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Objective

Results-driven Business Analyst with a strong ability to translate business needs into actionable solutions, specializing in process optimization, data analysis, and stakeholder collaboration. Seeking to leverage expertise in data-driven decision-making and business process improvement to drive efficiency, innovation, and growth in a dynamic organization.

WORK EXPERIENCE

Al-Moutahed Co.
Business Analyst

June 2023 – Nov 2024
Aley, Lebanon

- Collaborated with sales, production, and design teams to identify business needs and streamline workflows, improving efficiency in packaging design and printing processes.
- Analyzed customer requirements and industry trends to provide data-driven recommendations for optimizing product offerings and increasing client satisfaction.
- Developed and maintained dashboards to track key performance indicators (KPIs) such as production turnaround times, quality metrics, and customer feedback, ensuring alignment with company objectives.
- Facilitated process improvements by identifying bottlenecks in packaging production and recommending automation solutions to reduce delays and costs.
- Conducted market research and competitor analysis to support strategic decision-making and identify new opportunities in the packaging sector.
- Generated detailed reports and presentations for senior management, showcasing insights from data analysis to drive process enhancements and business growth.

Nexius (Offshore, USA)
Junior Business Analyst

June 2022 – Jan 2023
Beirut, Jal El Dib

- Assisted in gathering and analyzing data from various sources to identify trends, generate insights, and support data-driven decision-making.
- Created basic dashboards and reports using tools like Excel and Power BI to visualize key performance indicators (KPIs) and track business performance.
- Performed data cleaning and validation to ensure accuracy, consistency, and readiness for analysis and reporting.
- Collaborated with cross-functional teams to understand business needs, refine insights, and contribute to process improvement initiatives.
- Documented and escalated unresolved issues to appropriate internal teams, ensuring timely resolutions.

EDUCATION

American University of Science and Technology
BS in Computer and Communications Engineering

Graduated 2024
Beirut, Ashrafieh

- Took part in installing a grounding system for the university
- Runner-up in the 2022 engineering expo

CERTIFICATIONS & SKILLS

- **Certifications**
HUWAEI Artificial Intelligence – HCIA Certificate
EF SET – C2 Proficient (English Language Certification)
Microsoft Certified: Azure Data Engineer Associate
- **Skills:** Data Analytics, Statistical Analysis, Data Integration, Key Performance Indicators, Quantitative Analytics, Indicators, Identifying Trends, Data Modeling, Decision-Making, Stakeholder Engagement, SQL,

