MICHAEL MRAD

SENIOR BUSINESS INTELLIGENCE DEVELOPER

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About Me

Results-driven Senior Business Intelligence Developer with extensive experience in data analysis, data warehousing, and business intelligence solutions within the healthcare and finance sectors. Expertise in developing scalable BI tools, ETL processes, and delivering actionable insights to empower strategic decision-making. Currently pursuing an MBA to enhance leadership capabilities and business acumen. A collaborative and innovative professional dedicated to optimizing data systems and driving organizational success.

Experience

Globemed Group 2023 - present

Senior Business Intelligence Developer 2024 -present

- Leading the development and use of advanced BI applications.
- Conducting rigorous application testing to ensure performance reliability and user satisfaction.
- Collaborating with cross-functional teams to streamline data workflows and meet strategic goals.
- Adapted to changing end users requests.

Business Intelligence Developer 2023-2024

- Designed and maintained scalable BI applications aligned with organizational objectives and technical standards.
- Enhanced data visualization techniques, enabling better analytics and improved decision-making processes.
- Created reports to help teams make better decisions using tools like QlikSense.

Bank of Beirut 2021 - 2023

Data Warehouse Developer

 Designed and implemented ETL processes using Informatica and SSIS to extract, transform, and load data into the data warehouse.
• Oversaw daily file transfers to universities and insurance companies, ensuring accurate loading and monitoring for issues.
• Automated reports for various departments using Crystal Reports to improve efficiency.

ABC 2017 - 2021

Cashier Champion 2019-2021

• Led employee training and provided ongoing mentorship at ABC Lebanon to ensure new recruits were equipped with necessary skills and knowledge.
• Handled customer inquiries and complaints with problem-solving skills in a fast-paced environment.
• Adapted to changing customer demands and operational needs while maintaining attention to detail.

System and Database Administrator Intern 2021

• Designed logical and physical databases to optimize data storage and access methods.
• Assisted in troubleshooting and resolving system and database issues, collaborating with administrators for solutions.
• Reviewed database design changes to ensure efficient data storage and accessibility.

Cashier 2017-2019

• Managed cash transactions with accuracy and efficiency in a fast-paced retail environment.
• Resolved customer inquiries and complaints promptly to ensure customer satisfaction.
• Adapted quickly to changing customer demands and operational needs to maintain smooth operations.

Dumkin 2016 - 2017
Counter Staff

• Interacted with customers and team members with excellent communication skills.
• Managed store opening and closing independently on a daily basis.
• Handled multiple tasks in a fast-paced environment.
• Adapted to changing customer demands and operational needs.

Education

2024-2026
ESA Business School

Master

Master of Business Administration (MBA)

2023-2024
MITx

MicroMasters

MicroMasters in Statistics and Data Science

2016-2021
AUL-Jounieh

Bachelor of Science

Bachelor of Science in Computer Science

Language

• Arabic: Native/Bilingual
• French: Native/Bilingual
• English: Professional Working Proficiency

Expertise

• Technical Skills: QlikSense, PL/SQL, Talend
• Soft Skills: Problem-solving, collaboration, adaptability

Social

Linkedin