Hala Mhaidly

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WORK EXPERIENCE

September 2024 – May 2025   **CTServ Medical**
Business Analyst

- HIS Requirements Gathering: Engage with clients to gather comprehensive business requirements
- Testing HIS: Perform ongoing testing, and design functional specifications with the corporation of BA to guide developer in implementing the required solutions
- HIS Requirements Analysis: Define clear rules for analyzing client requirements for the Hospital Information System (HIS)
- Documentation: Prepare detailed Business Rules, to ensure clarity and consistency throughout the project lifecycle
- Solution Design: Work closely with the development team to design a functional, scalable and efficient plan that guide developers to implement the required client-focused solutions that align with business objectives
- Continuous Improvement: Identify and implement process improvements to enhance the quality and efficiency of our projects
- Quality Assurance: Participate in testing and validation processes to ensure that the final product meets all specified requirements
- Training & Support: Provide training to clients on new systems and features, and offer ongoing support as needed

October 2022 – October 2023   **Aspire Software**
Implementation Specialist

- Monitoring database systems of the company to ensure they are running properly
- Providing reports on projects' status, risks, and metrics to various stakeholders, and ensuring all projects' activities are completed according to integration plan and timeline
- Communicating with clients to tailor configuration changes and troubleshoot connections,
- Deploying and configuring Aspire business tool
- Setting up company integrations (e.g. single sign on, network connections, application systems via APIs), working with internal and external IT teams
- Documenting all the technical implementations, besides creating a KB with the troubleshoot and its solution
- Supporting and assisting other departments in the organization when needed

July 2017 – September 2022   **Ogero Telecom**
IT Application Support

- Communicating and assisting external sources with the implementation of new software
- Preparing a training course to be delivered to the staff to ensure their awareness of the new software
- Following up with the users/staff to enhance the work-process and avoid any delays
- Supporting all departments by gathering information and processing the data into the system, as well as responding to related queries

April 2016 – March 2017   **Institute for War and Peace Reporting (IWPR)**

Finance and Admin Assistant

- Processing all invoices for vendors/suppliers and making sure all payments are settled on time
- Performing administrative and office support activities (as handling calls, taking meeting minutes, creating spreadsheets and presentations, scanning, filing and archiving all documents related to company …)
- Ordering and maintaining office supplies when needed to sustain inventory
- Organizing and handling all trainings logistics such as hotel and flight bookings…

June 2015 – February 2016   **Escales International**
IT Administrator

- Supporting with the implementations of software planning and designing websites,
- Responding to customers' needs regarding hotel bookings and travel reservations,
- Coordinating with the senior staff all industry and innovations' upgrades,
- Preparing and executing various reports as per the managements' requests

February 2011 – June 2011   **Lebanese American University**
Administrative Assistant

- Participating in career fairs and information sessions to promote LAU,
- Handling enrollment inquiries and electronic requests in a friendly and professional way,
- Data collection, data entry, and other admin activities

ACADEMIC ACHIEVEMENT

2011 – 2014	**Lebanese American University (LAU)** BS – Business Management Information Systems	Beirut, Lebanon
December 2023	**Formatech Integrated Learning Center** PMI-PBA- Professional in Business Analyst	Beirut, Lebanon
July 2024	**Formatech Integrated Learning Center** PL-Microsoft Power BI Data Analyst	Beirut, Lebanon

CERTIFACTES AND ACHIEVEMENTS

December 2023	**Formatech Integrated Learning Center** PMI-PBA- Professional in Business Analyst	Beirut, Lebanon
July 2024	**Formatech Integrated Learning Center** PL-Microsoft Power BI Data Analyst	Beirut, Lebanon
2018	**New Horizon** Project Finance Essentials Programming in HTML5 with JavaScript and CSS3 Developing ASP.NET MVC 4 Web Applications Developing Windows Azure and Web Services	

SKILLS

Computer Skills:

Jira Software, Evisort Software, Microsoft SQL, Visual Studio, Microsoft Office

Languages:

Fluent in spoken and written English and Arabic

Soft Skills:

Good communication skills, good sense of responsibility, team player