

Mohamad Berjawi

Senior IT Business Analyst | Technical Consultant

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Professional Summary

Business Analyst & Technical/Fintech Consultant with over 5 years of experience in enterprise software implementation, client support, and solution delivery for fintech, legal tech, and government sectors across the MENA region. Strong background in requirements analysis, configuration, and on-premises deployments (IIS, Apache). Skilled in bridging business and technical teams to deliver seamless solutions that enhance efficiency and client satisfaction. Proficient in SQL, PHP, Java, and data migration, with a proactive and client-focused approach to problem-solving and continuous improvement.

Work Experience

Senior Fintech Specialist - Consultant

Codebase Technologies - Dubai, UAE - Digital Banking & Fintech Solutions Provider

August 2025 till Present (Remote – From Beirut, Lebanon)

- Serve as the primary point of contact for clients on Codebase's digital banking platform, handling functional and technical requests end-to-end.
- Conduct first- and second-level analysis to identify root causes, diagnose issues, and deliver timely solutions in coordination with development and business teams.
- Act as a bridge between clients and internal teams to translate business needs into technical requirements and ensure solutions align with client expectations.
- Collaborate on solution implementation, UAT, and APIs integration testing, and post-delivery support to enhance the stability and functionality of digital banking modules.
- Maintain clear documentation of client cases and resolutions for knowledge sharing and process improvement.

Senior Business Analyst | Technical Consultant

Lexzur - Dubai, UAE - Legal Practice Management Solution

September 2021 to August 2025 (Remote – From Beirut, Lebanon)

- Led full-cycle software implementation for high-profile clients including banks, law firms, and government bodies across the Middle East.
- Acted as a primary contact for technical and business specifications, aligning solution delivery with client expectations.
- Performed on-premise and cloud-based server setup and deployments (IIS & Apache), configuration, testing, and go-live support.
- Conducted detailed business analysis and created BRDs to streamline implementation.
- Diagnosed and resolved issues in collaboration with development and QA teams; maintained SLA-driven response for support tickets.
- Coordinated closely with client-side stakeholders (Legal, IT, Operations), improving system adoption and business alignment.
- Provided training and documentation to end-users and client support teams.

Key Achievements:

- Reduced contract processing time by 50% through process optimization.
- Managed multi-module deployments with 100% accuracy in configuration and data migration.
- Supported mission-critical and governmental clients like HRDF, Saudi Airlines, and leading KSA banks.

Customer Technical Support

TeleSupport International (ITG Group) - Beirut, Lebanon

January 2021 to October 2021

- Delivered L1/L2 technical support for ISP and multimedia services; handled incident resolution and client follow-up.
- Provided troubleshooting and network diagnostics for SOHO and corporate users.

Technical Support Specialist and Data Entry

Al Amir Shakib Arslan School - Beirut, Lebanon

January 2020 to March 2020

- Delivered IT assistance and basic infrastructure troubleshooting for staff systems.

Software Developer Intern

Centre de Traitement Monétique - Beirut, Lebanon - Electronic transactions management company

July 2017 to September 2017

- Developed C# applications interfacing with Oracle databases for electronic transaction processing.
- Performed compliance testing for Visa/Mastercard ATM operations.

Education

Bachelor's degree in computer science

American University of Science and Technology - Beirut, Lebanon

September 2014 to December 2018

Key Skills & Competencies

- **Technical:** MSSQL, MySQL, Oracle DB, PHP, Java, JavaScript, C#, Node.js, Unix/Linux (Basic), IIS, Apache, XML, Shell Scripting (Basic), SOAP API, REST API
- **Business & Functional:** Business Analysis, Client Interaction, Process Design, BRD Creation, Project Management, Cross-functional Collaboration
- **Software Deployment & Support:** On-premise & Cloud setups, Data Migration, Incident Resolution, QA/UAT Support
- **Domains Exposure:** LegalTech, Financial Services, Government Entities, Fintech.
- **Professional Development & Tools:** Agile & Scrum methodologies, Jira and Confluence for project tracking, Postman & API testing tools, Microsoft 365 Platform ecosystem.

Professional Highlights

- Delivered end-to-end implementations for enterprise-grade platforms across legal, and fintech sectors.
- Collaborated with regional and international clients to translate business needs into scalable technical solutions.
- Recognized for excellent client communication and issue ownership.
- Experienced in managing concurrent projects under tight timelines while maintaining high client satisfaction.

Languages

- Arabic - Native
- English – Fluent
- French – Intermediate

Other Certifications & Training

- **Certificate of Participation for the "14th" annual Engineering and Computer Science Project Exhibition - 2018**
- **Project Management Fundamentals** (Self-study & practical application)
- **Certificate of Academic Course Completion for "Basic Skills for Linux Professional - 2017**