

Hala Mhaidly

Business Analyst

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Nationality: Lebanese

Summary

Business Analyst with experience in requirements gathering, business process analysis, functional documentation, testing, and stakeholder management. Strong background in Hospital Information Systems (HIS), software implementation, and system integrations. PMI-PBA certified with proven ability to translate business needs into scalable technical solutions.

Experience

Business Analyst – 09/2024 to 05/2025

CTServ Medical, Lebanon

- Gathered and analyzed business requirements for Hospital Information Systems (HIS),
- Conducted client workshops and stakeholder interviews,
- Documented functional requirements, workflows, and business rules,
- Collaborated with development and QA teams to design client-focused solutions,
- Supported functional testing and User Acceptance Testing (UAT),
- Delivered system training and post-implementation support.

Implementation Specialist – 10/2022 to 10/2023

Aspire Software, Lebanon

- Collected client requirements and translated them into system configurations,
- Deployed and configured enterprise business tools,
- Supported functional testing and User Acceptance Testing (UAT),
- Monitored project progress, risks, and timelines,
- Prepared project status reports for stakeholders
- Documented implementations and maintained knowledge base articles

IT Application Support – 07/2017 to 09/2022

Ogero Telcom, Lebanon

- Supported implementation and enhancement of enterprise software applications,
- Acted as liaison between users, vendors, and technical teams,
- Collected and analyzed user feedback to improve business processes,
- Delivered end-user training and provided ongoing system support.

Financial and Admin Assistant – 04/2016 to 03/2017

IWPR, Lebanon

- Processed vendor invoices and ensured timely payments,

- Provided administrative support including meeting minutes, reports, and presentations,
- Maintained filing, archiving, and document management systems,
- Coordinated logistics for trainings, travel, and accommodation arrangements.

IT Administrator – 07/2015 to 02/2016

Escales International, Lebanon

- Supported software implementation and basic website development activities,
- Assisted customers with travel reservations and hotel bookings,
- Coordinated with senior staff on system upgrades and industry innovations,
- Prepared operational and management reports.

Education

Bachelor's Degree in Business

–MIS 2014 Lebanese
American University (LAU),
Lebanon

PMI-PBA –Professional in Business Analyst 2023

Formatech Integrated
Learning Center, Lebanon

PL-Microsoft Power BI Data Analyst 2024

Formatech Integrated
Learning Center, Lebanon

Skills & Expertise

- Agile Methodology
- Scripting Business Rules & UAT
- Quality Assurance
- Complex problem solver
- ERP: Odoo
- Analytical skills
- Training and Support
- Microsoft: Advanced Excel Skills, Power BI, Office 365 & Visio
- SQL (Basic), JIRA

Languages

Arabic: Native | **English:** Fluent