

ElSayed Khaled ElSayed Ahmed

Address: Nasr City, Cairo, Egypt (Open to relocating to KSA and UAE - Available for remote opportunities)

Email: elsayedkhaled2026@gmail.com

LinkedIn: <http://www.linkedin.com/in/elsayed-khaled2026>

Phone: 01020774553

Professional Summary

Business Analyst with 2 years of experience in ERP systems, business process design, and software testing. Skilled in requirement gathering, workflow optimization, and user story creation. Proficient in Figma for wireframes, SQL Server for data analysis, and Power BI for dashboards. Experienced in SDLC, UAT, and post-implementation support. Strong communicator with a focus on delivering efficient, data-driven solutions.

Professional Experience

Business Analyst - AHCC Inc. (Future Smart Solution) – January 2024 – Present

Job Responsibilities

- Supported pre-sales by identifying client challenges and recommending ERP solutions.
- Documented clear, goal-aligned business requirements.
- Designed user-friendly wireframes and mockups using **Figma**.
- Mapped and optimized **ERP workflows** to improve efficiency.
- Created detailed **user stories** and **use cases** for development teams.
- Led **UAT**, resolving issues to ensure timely, high-quality delivery.
- Managed **SQL tables** and data uploads for accurate system integration.

Creazure Company

- **Manufacturing:** Oversees production processes, asset tracking, equipment maintenance, and energy efficiency to ensure operational excellence.
- **Supply Chain:** Manages end-to-end procurement, inventory transactions, and integrates with finance for streamlined product distribution.
- **CRM & Sales:** Handles customer interactions and ticketing, while supporting sales processes to boost customer satisfaction and business performance.

Smart City Platform (in Saudi)

- **IoT Platform & Monitoring:** Centralized system integrating IoT devices for real-time tracking, analytics, and infrastructure maintenance.
- **Smart Services:** Includes smart parking with real-time availability and automated booking, plus streamlined facility management workflows.
- **Mobile App:** Empowers employees with task assignment, geo-tracking, offline access, and real-time reporting.

Sugar Logistics

- **Supply Chain & Operations:** Manages raw materials and finished products flow, covering shipments, dock handling, production, and exports.
- **Planning & Dispatching:** Optimizes import/export plans, factory schedules, and ensures timely dispatch of goods to customers.
- **Tracking:** Monitors cargo movement across the supply chain, identifying delays and ensuring smooth logistics.

Mwasalat Misr Company

- **Supply Chain:** Manages the full procurement cycle, tracks inventory, and integrates with finance for smooth reporting.
- **Maintenance:** Handles scheduled maintenance, repairs, and cost tracking with finance integration for budget control.

- **CRM:** Manages customer tickets from social media and other channels, improving response time and service quality.

EFS & EHFS Facility Management Company

- **Supply Chain:** Oversees the full procurement cycle, tracks inventory transactions, and integrates with finance for smooth operations and reporting.
- **Facility Management:** Handles maintenance, space utilization, asset tracking, energy monitoring, and vendor coordination using a unified system.
- **Ticketing Integration:** Supports routine and emergency repair requests within facilities through an integrated ticketing module.

Support:

- Mwasalat Misr: Supply Chain – Fleet Maintenance – CRM_Social Media
- EFS: Supply Chain & Facility Management

Skills

- Microsoft skills | Strong problem-solving | Analytical skills | Interpersonal Skills | Communication Collaboration Leadership | Critical thinking| Attention to detail | Knowing SDLC | Read/ Write Documents | Doing Diagrams Writing user stories |UI/UX principles |Testing principles |Presentation Skills |Task Management tools like Jira, Azure Time Management | Team Work| Wireframing tools like Balsamic, Figma| Communication Skills |Writing Proposals Writing Use case

Courses and Certifications

Microsoft SQL Server — Study Online Course, October 2024

- In the SQL Server course, I gained skills in managing relational databases, writing complex SQL queries for data manipulation, and designing database schemas with proper relationships. I learned to create and manage stored procedures, optimize query performance, and implement security measures to ensure data integrity. Additionally,

UI/UX Design and Prototyping with Figma— Study Online Course, October 2024

- A **Figma** course is highly effective for me as a **Business Analyst** as it enhances my ability to create visual prototypes and wireframes, translating business requirements into tangible designs.

Hackathon Na3ml (September 2024- November 2024)

- An event that brings together developers, designers, and entrepreneurs to work in teams and develop new ideas or tech-based solutions for specific problems within a short timeframe, typically lasting from one to three days. The main goal of a hackathon is to inspire innovation, as participants collaborate to create prototypes or experimental products.

Excel for Data Analysis Certification (April 2024 – June 2024)

- Enhanced Excel skills with a focus on data analysis techniques, earning IBM certification.

Data Analysis Diploma (January 2024 – March 2024)

- Completed 40 accredited hours covering Excel (Power Query, Data Model, Pivot Tables), and Power BI for data-driven insights.

Oracle SQL Basics (December 2023 – January 2024)

- Online course from Learn Quest Academy; completed 7 credit hours on foundational SQL skills for database management.

English Language Course (July 2022 – August 2022)

- Advanced English course at the American University in Cairo.

Soft Skills Course (August 2021 – September 2021)

- Developed communication, teamwork, and leadership skills at the Information System Institution (ISI), Ministry of Defense.

Advanced Microsoft Excel (December 2020 – January 2021)

- Completed advanced Excel training at ISI, Ministry of Defense.

ICDL Certification (July 2020 – October 2020)

- Information and Communication Technology proficiency at ISI, Ministry of Defense.

English Advanced Level (September 2018 – May 2020)

- Advanced English course and advanced conversation skills at MODLI, Ministry of Defense.

Internships

Banque Masr (August 2021 - September 2021)

- Assisted in daily banking operations, learning about regulatory compliance and financial analysis in one of Egypt's largest banks

CIB Bank (June 2021 - July 2021)

- Developed investment banking and risk management skills through hands-on project involvement and analytical tasks.

Education

Studied Financial Accounting in a postgraduate diploma program at the Faculty of Business, Ain Shams University.

. Oct 2023- May 2025

Overall, Degree: **Very good**

Faculty of Business, Ain Shams University Overall Degree: **Very good**, July 2018- May 2022

Languages

- **Arabic:** Mother tongue.
- **English:** Very Good command of both written and spoken.

Personal information

Marital Status: Single

Nationality: Egyptian

Military Service: Completed

Driving License: Available

Date of Birth: 11/03/2000