

Mostafa Baroudy

Business Analyst

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Work Experiences

Technical Support Specialist – *InnQuest* | Outsourced at *Flairstech*

Remote | Mar 2023 – Apr 2024

Skills: Technical Support | Process Improvement | Reporting Solutions | Ticketing System | Technical Documentation

- Optimized user support and software deployment for RoomMaster, resolving issues for over **5,500 properties** in the USA.
- Documented approximately **35 tickets daily**, improving resolution efficiency and user satisfaction.
- Partnered with cross-functional teams to develop custom reporting solutions, delivering **10+ new reports daily** to enhance data-driven decision-making for hotel management.

Project Coordinator Intern – *CubitCode*

Remote | Dec 2022 – Feb 2023

Skills: Project Management | Trello | ClickUp | Google Workspace | Agile Methodologies | Stakeholder Communication | Task Coordination

- Facilitated project management through tools such as **ClickUp, and Google Workspace**, enhancing team collaboration on various initiatives.
- Documented meeting minutes to promote clear communication of individual responsibilities and project milestones.
- Coordinated tasks among team members, ensuring alignment with project goals and timelines.
- Implemented Agile methodologies to improve project workflows and efficiency, fostering a responsive and adaptive project environment.

Sales Admin – *Orascom*

Hybrid | Jul 2021 – Oct 2022

Skills: CRM Analytics | Excel Commands | Business operations | Business Writing

- Leveraged **CRM database analytics** to analyze data and generate more than **10 performance reports per week** using Excel, driving data-informed sales strategies for the *Owest* compound project.
- Streamlined sales tracking procedures for documentation, by tracking **100+ leads per week**, ensuring adherence to regulatory standards while improving overall operational efficiency.

Project Coordinator – *The Architecture Summit*

Hybrid | June 2019 – Mar 2020

Skills: Partnership Management | Stakeholder Engagement | Meeting Facilitation | Contract Negotiation

- Conducted over **60 meetings** with leads, successfully negotiating **18 partnership deals** that enhanced event collaboration and sponsorship.
- Promoted **35%** of all ticket sales for the 2020 event through strategic marketing and partnership initiatives.
- Coordinated project activities to ensure alignment with objectives and timely deliverables, optimizing overall event success.

Technical Support Specialist – *Vodafone Ireland*

Hybrid | Aug 2018 – Oct 2019

Skills: Remote Support | Troubleshooting

- Provided comprehensive technical support for Vodafone Ireland customers by troubleshooting issues

Education

Academic Degrees

BSc in Computer Systems Engineering, October University for Modern Sciences & Arts validated by University of Greenwich, July 2021.

Graduation Project – Grade: A

Skills: Business Analysis | Process Optimization | Requirements Gathering | Solution Design | Data Analysis | Stakeholder Engagement | Process Mapping | Gap Analysis

Analyzed the needs of smart cities and mapped the associated business processes to identify operational inefficiencies. Developed a proposal for a predictive lighting maintenance system, focusing on data-driven decision-making to improve resource allocation and reduce maintenance costs. This project demonstrates my proficiency in requirements gathering, process optimization, and solution design tailored to enhance urban infrastructure.

Honors and Volunteering Activities

Member – *Bayet El Hayah*

Onsite | Oct 2017 – Present

Played a key role in the “*Falsafa bel Baladi*” initiative at Beyt El 7yah, aimed at bringing philosophy into everyday life by facilitating community-based discussions. Organized workshops, cultural events, and public forums, using philosophy to promote personal growth, analytical reasoning, and social engagement.

Director of Academics – *Astronomy Club*

Onsite | May 2018 – May 2019

Led the development of educational content and managed events as Director of Academics, ensuring members gained a comprehensive understanding of astrophysical concepts.