

Adnan Jarrah

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PROFESSIONAL SUMMARY:

Business and IT Consultant with 9 years of experience in identifying clients' needs and inefficiencies, process mapping, creating functional and technical documents, and bridging business problems with technological solutions. Extensive knowledge in software analysis and design, wireframing, agile and scrum planning, localization and customization. **Salesforce and ScrumMaster certified.** Interested in Blockchain and Cryptocurrencies.

Areas of Expertise / Key Skills:

- CRM, ERP, SCM technologies
- Salesforce configuration and customization
- Agile methodology, Scrum and BPM
- Jira, Confluence, Balsamic, InVision
- Process optimization and re-engineering
- Requirements elicitation and facilitation
- Good in SQL, HTML, Java.
- Fluent in English, Arabic & intermediate in French

PROFESSIONAL EXPERIENCE

Lead Consultant

6/2016- Present

Virtusa, Westborough, MA, USA

- Elicited and identified business requirements and pain points for multiple clients (Government, Financial and Healthcare projects)
- Organized and lead client engagements and requirement elicitation sessions
- Designed and provided business and technical solutions for clients' problems and inefficiencies
- Created user stories, acceptance criteria, functional and non-functional requirements documents
- Drew processes maps, workflow charts and wireframes
- Managed and delivered components required for the implementation, development and testing of the solution
- Collaborated with offshore teams to ensure technical compatibility and user satisfaction

Managing Partner

1/2011- 8/2014

Al-Jarrah Consulting & Business Services, Saudi Arabia

Offices in 2 countries, 15 staff, exclusive agent to 2 international firms

- Applied jointly with a local partner to public and private tenders (RFPs, RFIs, RFQs) and won an \$80M contract to manage 4 technical and vocational training colleges in Tabuk, Saudi Arabia in collaboration with Mondragon (Spain) and Wintec (New Zealand)
- Provided access point to 10 foreign companies and investors to Saudi Arabia's market attracting more than \$1.5M in capital
- Helped establishing 4 branch offices and commercial registries for foreign companies
- Established, managed and obtained agency rights to operate 2 successful multinational brands generating 225% ROI in one year.
- Signed a joint venture agreement with Safari Group (one of the top 50 groups in Saudi Arabia) to establish companies in the corporate and education fields in Saudi Arabia

Business Analyst

1/2009 - 1/2011

Transtek Systems, Damascus, Syria

Largest software company in Syria, partner with Oracle. Clients: Samsung, P&G, Pepsi, UNDP

- Identified and gathered existing or potential clients' needs via on-site visits, interviews, surveys and research
- Drew business processes and data models and worked on omitting unnecessary processes to eliminate inefficiencies in cost and processing time
- Assisted managing two ERP projects' implementations, prepared installation, testing, training and final deployment plans and schedules
- Prepared many technical and business analysis documents for sales and implementation purposes. Also, designed some web portals for government and commercial companies
- Developed project scope, goals, milestones and deliverables for ERP systems' implementation including customization documents, testing, training and implementation schedules
- Handled client related communications daily to ensure successful project progress and requirement delivery

EDUCATION:**M.S. Commerce and Economic Development**

Northeastern University, Boston, MA

2014 - 2016**M.S. Management of IT**

University of Nottingham, Nottingham, UK

2007 - 2008**B.S. Business Administration – MIS Concentration**

University of Kalamoon, Damascus, Syria

2003 - 2007**CERTIFICATES AND MEMBERSHIPS:**

- Certified Salesforce Administrator (License 16762275) **2017**
- Certified ScrumMaster (License 000689582) **2017**
- PMP - Project Management Professional Training (Certification in progress) **2018**
- Dynamic Leadership Skills Program, May Coach Company, Germany **2010**