# ZIAD HAMADA EBRAHIM

Business Analyst / Product Owner

Mansoura, Cairo-Egypt

[ziadelshoky1@gmail.com](mailto:ziadelshoky1@gmail.com)   | 01012535748

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# WEBSITES AND SOCIAL LINKS

LinkedIn: www.linkedin.com/in/ziad-hamada-ba02a031a

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# SUMMARY

Proficient Business Analyst with a focus on leveraging data to drive informed decision-making at every stage. Possess a strong ability to conduct thorough business process analysis and requirements gathering, ensuring alignment with project goals. Demonstrate a track record of collaborating effectively with cross-functional teams throughout the software development life cycle to achieve project objectives. Eager to apply my skills and contribute to organizational success as a Business Analyst. I am an enthusiastic and detail-oriented aspiring Business Analyst eager to apply my analytical skills and passion for data-driven decision-making to support your team's goals. With a strong academic background in business analysis principles and commitment to continuous learning, I am excited to bring my dedication and innovative mindset to your organization.

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# EXPERIENCE

- Business Analyst Intern, More Tech

Aug 2023 – May 2024, Tanta-Egypt

Analyzed business processes to identify improvements. Collaborated with cross-functional teams to design and implement system architectures and software solutions that meet business requirements and technical specifications. Conducted data analysis to support decision-making. Utilized Agile and Scrum methodologies for project management.

Finalized market trends to drive strategic business decisions.

Developed data-driven reports that improved stakeholder insights.

- Nexus Agency

Jul 2024 – May 2025, Mansoura

Transformed data into actionable insights, boosting sales Streamlined processes, reducing operational costs annually.

Collaborated with cross-functional teams to enhance product offerings.

Conducted market analysis, identifying new revenue opportunities.

Developed KPIs that improved project tracking and accountability.

Facilitated workshops that increased stakeholder engagement .

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# PROJECTS

- Business Analyst – Otlobni

Food Delivery Application

Analyzed stakeholder requirements to design efficient solutions for a food delivery app, enhancing user experience and operational efficiency. Conducted requirement-gathering sessions with clients and development teams, documenting functional and non-functional requirements in Business Requirements Documents (BRD).

Designed wireframes and workflows to optimize the app's user interface and delivery processes, reducing response time. Utilized tools like Jira to analyze operational data and provide performance improvement reports, supporting strategic decision-making.

- Business Analyst - Women Care Delivery Application

Collaborated with stakeholders to gather and document requirements for a women's care delivery app, ensuring solutions met user needs and business objectives. Designed user flows and wireframes to enhance the app's interface and streamline the ordering and delivery process, improving user satisfaction. Analyzed operational and customer data using [Power BI/Excel/add your tools] to identify trends and optimize delivery workflows, reducing processing time.

Facilitated Agile ceremonies and used tools like [Jira/Trello/add your tools] to manage project tasks, ensuring timely delivery of features tailored to women's care services.

- Business Analyst, Employee Legend Website

Gathered and documented stakeholder requirements for the Employee Legend Website, ensuring alignment with business goals to enhance employee engagement and performance tracking. Designed process workflows and user stories to optimize platform functionality,

improving user experience for HR teams and employees. Analyzed platform usage data to identify bottlenecks and propose solutions, increasing operational efficiency.
 Collaborated with development teams in an Agile environment using Jira to manage project tasks and deliver features on schedule

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# EDUCATION

Mansoura University
Bachelor of computer Science, Medical Informatics
2019 – 2023, Mansoura
With Excellent grade in our graduation project.
Completed a capstone project on renewable energy.
Presented research at a national science conference.
Graduate with a Bachelor of computer Science

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# SKILLS

Business analysis skills: ★★★★★                    Project Management: ★★★★☆

Communication Skills: ★★★★★                      Technical skills: ★★★★☆

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# LANGUAGES

Arabic: ★★★★★                                      English: ★★★★★