

# Zidan B. Younis

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Languages Arabic, English

DOB – POB 20 July 1981 – Kuwait  
Nationality Jordanian  
Marital Status Married

## Summary

Working in software industry for around 20 years, with 4+ Business Analyzing experience and 7 years Project and program management experience in managing multi-disciplinary teams of varying sizes, and over 15 years in Microsoft development technologies. Has the ability to build strong relationships with all stakeholders and to turn proposals into reality. Has a successful experience in management roles that demands a high level of drive, dedication and a focus on delivering business outcomes through the use of methodologies.

Microsoft Certified Professional (MCP) and a Project Management Professional (PMP) with attendance certificate.

## Skills

### Technical

- ASP.Net C#
- SQL Server
- Front-End development
- Team Foundation Server (TFS)

### Enterprise solutions

- LMS (Learning Management System)
- DMS (Documents Management System)
- Inventory System
- HMIS (Hospital Management Information System)
- CMS (Content Management System)
- Workflow Management System
- CRM (Customer Relationship Management)

### Management

- Project management PMP and Agile methodologies
- Business requirements analysis
- Creating presentations and demos
- Writing Proposals, technical write-ups, user guide and presentations
- Gantt-chart plans

### Soft Skills

- Very good communication skills
- Training and presentation skills

## Experience

Perfect Presentation – Ministry of Justice  
(Riyadh – Saudi Arabia)

**Senior Business Analyst** (12/2019 – Present)

Working in a big Agile-Scrum environment in Ministry of Justice - Executive courts system.

This system is serving millions of users through online portals and judges systems.

My responsibility is to:

- Working with business stake-holders (Business owner, Delivery manager, Scrum Master, Technical team and QA team)
- Get the requirements from business owner, documents or third-parties meeting
- Create analyzing presentation to get Business owners approval
- Writing BRD
- Writing user-stories on TFS
- Set meetings with any external parties if we need to integrate with
- Support development team in understanding requirements

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- Demonstrate requirements to the business owner
- Train new staff
- Analyze integration services requirements

#### eSense Software

(Amman – Jordan)

#### Implementation Engineer / Business analyst (10/2016 – 10/2019)

I was reporting directly to COO, and I have several responsibilities as below:

My Responsibilities:

- Working with business stake-holders (Client, Project manager, Technical team and QA team)
- Traveling to client's country and city
- Requirements gathering
- Writing BRD
- Handle UAT with the client's team
- Train client users
- Train company's new employees
- Make system user guide
- Support the QA team with understanding Business, correct behaviors, bugs priorities
- Presales tasks (such as live demonstration for potential customers)
- Project coordinator (Manage PMs relation with clients)
- Consultant for the product (Business-whys and technically)
- Support PMs in Project monitoring and control
- Coordinating between client and company team
- Deploy system releases/Fixes/Updates into the client's environment
- Acting as a Team Leader position when needed
- Acting as a Project Manager position when needed
- Help PMs in project planning

#### Paragon Sustainable Business Development

(Amman – Jordan)

#### Media Manager (4/2016 – 10/2016)

Manage Software department and do the following tasks:

- Business Analyst
- Project Management
- Business Development

#### Themar Academy

(UAE – Abu Dhabi)

#### Senior Web Development (10/2014 – 12/2015)

Developing Themar Owl LMS (Learning Management System)

#### My Responsibilities:

- System analysis
- Database design
- System development and design
- Train the team
- Support users and clients
- Present the system and make a demos
- Write required documents (Technical write-up, user guides ... etc.)
- Test the system in each updates

#### SISCOM – Sawabeh Information Systems Company

(Amman – Jordan / Riyadh – KSA)

#### Business Solutions Manager (12/2013 – 7/2014)

Sawabeh Information Services Company (SISCOM) is a regional technology services firm that define designs and delivers IT-enabled business solutions to its clients.

My roles were:

- Business development
- Projects management

#### Imprint Tech

(Amman - Jordan)

#### Executive Manager (3/2012 – 11/2013)

Imprint tech is a Jordanian company established in 2012 works in software development and IT training.

- Business development
- Presales
- Projects management
- Business analysis

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<ul style="list-style-type: none"> <li>- Business analysis</li> <li>- Team management</li> <li>- Manage Quality team</li> </ul>	<ul style="list-style-type: none"> <li>- Technical Team management</li> <li>- Manage Quality team</li> </ul>
<b>Contractor</b> (4/2010 – 3-2012)	<b>ART</b> (Arab Radio & Television) (Amman – Jordan Branch) <b>Head of Web Development Department</b> (5/2007 – 4/2010)
<p>Work in contract basis with following Jordanian companies:</p> <ul style="list-style-type: none"> <li>- Arabic Innovation / Project Manager</li> <li>- First Finance / Senior Developer</li> <li>- Excellent Soft / Project Manager</li> </ul>	<p>Developed the ART Online Portal (www.artonline.tv) that won two prizes in the PAN Arab Web Awards, my roles were:</p> <ul style="list-style-type: none"> <li>- Senior developer</li> <li>- Project management</li> <li>- Requirements analysis</li> </ul>
<b>CCS</b> (Computer and Communications Systems Ltd) (Amman – Jordan) <b>.NET Developer/Trainer</b> (5/2006 – 5/2007)	<b>University of Jordan</b> (Amman – Jordan) <b>Programmer</b> (9/2004 - 5/2006)
<p>CCS one of the biggest ITC companies in Jordan. My roles were:</p> <ul style="list-style-type: none"> <li>- .Net Developer</li> <li>- Microsoft trainer</li> </ul>	<ul style="list-style-type: none"> <li>- Developed and tested the following applications:</li> <li>- Labs management system</li> <li>- Ticketing system</li> <li>- Attendance system for labs supervisors</li> </ul>

## Education

**Corllins University** (Online Studying)  
Bachelors, Computer Science

2010

**Al-Jitawi Training Center** (Amman - Jordan)  
PMP (Project Manager Professional) - Attendance Certificate

2009

**Microsoft** (Online)  
MCP (Microsoft Certified Professional) in Visual Basic .NET

2005

**Arab Collage** (Amman - Jordan)  
Diploma, Information Technology

2001