

Mohammed Eweedan

Contact Information

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Location: Coventry, UK

Professional Summary

Results-driven Business Systems Executive with a strong background in IT service management, web development, and process optimization. With over 6 years of experience in diverse technological environments, I bring a blend of technical expertise and business acumen. Adept at gathering and analyzing requirements, leading system implementations, and enhancing user experiences, I thrive in fast-paced settings and am committed to delivering high-quality solutions that align with business goals. I am eager to contribute to Thinkprint UK's mission of optimizing client workflows through innovative system solutions.

Core Competencies

- **Systems Analysis & Design:** Proficient in gathering functional and technical requirements, creating process flows, and designing systems that meet business needs.
- **Project Management:** Skilled in coordinating system implementations, from initial planning to deployment and maintenance, ensuring alignment with business strategies.
- **Process Optimization:** Experience in using third-party software to streamline operations and improve client workflows.
- **Technical Proficiency:** Strong knowledge of HTML, CSS, JavaScript, and JSON, with hands-on experience in web development and system integration.
- **Client Engagement:** Capable of conducting client visits to understand their needs, deliver training, and provide ongoing support.
- **Adaptability & Learning:** Quick to learn new tools and technologies, with a proactive approach to problem-solving and continuous improvement.

Professional Experience

Business Systems Coordinator, Giga.ly

Tripoli, Libya

September 2022 – March 2023

- Collaborated with stakeholders to gather and document requirements for new business systems, utilizing tools like process flows and data models to visualize system functionality.
- Led the design and implementation of a web-based project management tool, improving team productivity by 25%.
- Coordinated with the development team to ensure system design

aligned with business goals, leading to a successful deployment and high user satisfaction.

- Provided ongoing maintenance and support, troubleshooting issues and implementing improvements based on user feedback.

IT Service Manager, Libyan Spider

Cairo, Egypt

December 2019 – June 2020

- Managed a suite of enterprise applications, working closely with stakeholders to identify system improvements and implement changes.
- Developed and executed test plans for system upgrades, ensuring smooth transitions and minimal downtime.
- Led training sessions for end-users, enhancing their understanding of new features and improving overall system utilization.
- Supported client-facing systems, resolving technical issues promptly and maintaining high service levels.

Junior Systems Analyst, Teleperformance Egypt

Cairo, Egypt

June 2018 – March 2019

- Assisted in the analysis and documentation of business requirements for internal systems, contributing to the design and implementation of a new CRM platform.
- Worked with cross-functional teams to test system updates and ensure they met business requirements.
- Provided technical support to users, helping to troubleshoot issues and optimize system performance.

Project Assistant, Enactus, AASTMT

Cairo, Egypt

September 2017 – May 2020

- Participated in the development of digital platforms to support community projects, focusing on user experience and system functionality.
- Conducted research and gathered requirements to ensure project alignment with business and community goals.
- Assisted in the deployment and maintenance of digital systems, providing ongoing support and training to users.

Education

Bachelor's in Information Technology for Business, with Honours

Coventry University, Coventry

October 2021 – May 2024

- Classification: 2:1

International Project Management Certification

Oxford Home Study Centre

January 2023

Front End Development Libraries Certification

freeCodeCamp

January 2022

Bachelor's in Information Systems

Arab Academy for Science, Technology & Maritime Transport (AASTMT), Cairo

January 2020

- Classification: Pass

Certifications

- **Certified UX/UI Designer**
Design School – June 2021
- **Certified Web Designer (CWD)**
Web Design Institute – March 2023
- **Customer Service Excellence Certification**
Global Service Academy – May 2016

Technical Skills

- **Web Technologies:** HTML5, CSS, JavaScript, JSON
- **Software Tools:** Adobe Creative Cloud, Vpress/Coreprint, Monday.com, Airtable, Make.com/Integromat, Pageproof
- **Systems Analysis:** Requirements gathering, process modeling, system design, and architecture
- **Project Management:** Agile methodologies, project tracking, and system testing
- **Client Interaction:** Requirement workshops, user training, support, and feedback integration

Additional Information

- **Driving License:** Full UK Driving License
- **Languages:** English (fluent), Arabic (fluent)

References available upon request