MOHANAD SAQR

Phone: (416) 317-7821 | **Email**: mohanad.saqr@gmail.com| Mississauga, ON
Website: https://main--mohanad-saqr-profile.netlify.app/
GitHub: https://github.com/mohanad-saqr

I am an experienced IT Systems Analyst with a strong background in both SAP ERP systems and enterprise system administration. Throughout my career, I have designed and implemented robust data governance frameworks while specializing in enterprise system configurations, integrations, and administration. My expertise includes troubleshooting API errors and debugging workflows, and reviewing logs. Additionally, I bring advanced proficiency in SAP ERP customization, database management, and analytics tools. With a collaborative approach, I engage with stakeholders to enhance compliance, data quality, and business processes.

TECHNICAL SKILLS

ERP & System Integration:

➢ SAP Expertise: SAP C4C (Cloud for Customer), S4Hana ISU - Industry-Specific Solution for Utilities

Content and Document Management

➢ OpenText - Confluence - SharePoint

Database Management:

➢ SQL Server, MongoDB

System Integration & Development Tools

➢ IVR (Interactive Voice Response), User Stories & JIRA, CMS - Confluence

Process & Data Management:

➢ Process & Data Mapping, IIS (Internet Information Services), XMLs, EDI (Electronic Data Interchange)

Service Management:

➢ ServiceNow, JIRA, Cloud Platforms & Microsoft Azure DevOps

Programming Languages:

➢ JavaScript, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React

EXPERIENCE

IT Applications Consultant - Liberty Utilities

2020-Present
Oakvile, ON

- Worked on system integration project from legacy systems and applications to ERP System in SAP.

- During Customer First Project, collaborated on the integration of OpenText with SAP S/4HANA to automate document updates and streamline retrieval. Established and documented data governance policies, procedures, and standards to guide data management practices.

- Updated and managed SharePoint and OpenText to enable real-time access to critical business documents, functional specification documents, and process documents within SAP

- Leveraged Confluence to create a central hub for project documentation, including FSD's, process workflows, and technical guides.

- Experience with OpenText API's, Webservices and integration with S4/Hana, able to troubleshoot and identify issues with system configuration, design solutions, and day-to-day issues with established processes, file transfers, etc.

- Developed and led several UA T plans and created test cases and documentation.

- Data analysis with new and existing customer accounts, troubleshooting issues with customer profiles through creating and modifying SQL scripts and commands to pull data and analysis impact.

- Knowledge of data integration techniques, including ETL (Extract, Transform, Load) processes and data integration platforms.

- Performed configuration in SQL and front-end processes through FTP file transfers.

- Creating data fixes through data analysis of issues and using SQL server to build solution and implement in production.

- Discovering scope of impacted accounts, i.e. extra charges, duplicate charges, data appearing incorrectly on customer bills/notices.

- Configure jobs, setup configuration tables to run jobs on command and process payment files from vendor.

Business Systems Analyst - Summitt Energy   **2019-2020**
                                                                             Mississauga, ON

- Responsible for creating Business Rule Documentation, Process Flow Diagrams, and User Stories for any changes to Summit Energy's Customer Information System (CIS).

- Utilized Splunk administartion and log review. Analyzed the EDI and XML files from Big Data Energy. Troublshooted issues with the data in files.

- Performed Business Application Test Planning for all Development items into CIS and Vendor Management Systems, utilizing traceability matrices EDM for Energy workflow automation for new strategies and entry points to track for market entry.

- Prepared test strategy & test plans / scenarios, for new market entry launches for Gas and Electric services through Process Mapping Coordinated and performed preliminary testing, regression testing and UAT for any system changes to meet new market entry regulations and guidelines.

- Provided various system solutions for improving efficiencies for Operations, Compliance, Finance, and Payroll departments (E.g.. Contract creation, prospect lead management, contract enrollment management, billing automation).

- Conducted Business Analysis and Quality Assurance under Agile project methodologies. Utilized System Development Life Cycle (SDLC) to resolve and troubleshoot system issues while determining workarounds and future issue resolution.

- Utilized detailed analysis of business user requirements and workflow processes, as well as collected stats and data relating to performance Managed, created, edited, and supported EDI files transfer process to and from Summit servers while coordinating with vendor.

- Utilized CRM software and Splunk Enterprise to use SPL queries and concepts and parameters to troubleshoot issues. Events, metrics, index-time data models, etc.

**IT Client Services Consultant -
FIS Global: Worlds Leader in FinTech**

2018-2020

Mississauga, ON

- External client facing responsibilities and duties for risk and compliance products.

- Primary contact and account manager for external clients for Adaptive Credit and Market Risk Products, and implemented releases consisting of bug fixes and changes to enhance functions.

- Achieved permanent solutions through identification of security risks, security vulnerabilities and control gaps.

- Primary contact to facilitate resolution of technical and functional issues Consulted and guided external clients to increase efficiency, improve their use of capital, and manage risk more effectively through data management, systems analysis, and technical support.

- Support production and test environments and systems, whilst troubleshooting and providing network support.

- Helped solve complex problems using measurements and meaningful statistics through monthly service level agreement (SLA) documentation for clients.

- Performed Internet Information Services (IIS) for Windows administration, database configuration, general problem-solving techniques, and scripting using SQL server.

- Planned software releases from inception to deployment to live production servers. Assisted in performance analysis against key metrics by creating variance reports for operational and functional issues.

- Achieved permanent solutions for operational and functional issues through proactive identification of process improvements and increased efficiencies.

- Cultivated long-lasting client relationships based on trust and solid understanding of business needs.

**Business Systems Analyst
- Just Energy**

2015-2018

Mississauga, ON

- Implemented projects, system and code changes for Customer Experience.

- Management Systems, Customer Billing and Information Management systems, and related Vendor Managements systems.

- Partnered with operational groups to design, redesign, and implement business processes, procedures, and systems to improve JE's operations and increase productivity.

- Took lead on, and led new customer acquisition and integration Projects, new market launches, migration from one platform to another and new rebate type program for customer retention.

- Analyzed business challenges and designed practical, attainable solutions while enhancing opportunities available for JE and business partners

- Created tools and reports in AWS, and Microsoft Excel for data analytics to help manage day- to-day responsibilities for various functional areas Performed User Acceptance Testing (UAT) for new functionalities and system enhancements.

- Expertise in Transaction process flows, Electronic Data Interchange (EDI), mapping creation for vendors, and different communications channel setup.

- Created, modified, and executed test plans ensuring tools or software packages functioned correctly before were released into production environment

EDUCATION

Certificate, Full Stack Web Development – University of Toronto   Toronto , ON

Honors Bachelor of Arts – University of Toronto   Toronto, ON