



MOHANAD SAQR



Mississauga Ontario



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PROFESSIONAL SUMMARY

As a seasoned IT Consultant, I bring a wealth of experience in designing and implementing robust data governance frameworks, with a specialized focus on SAP ERP system configurations and integrations. My technical skill set extends to advanced proficiency in SQL database management, SAP modules customization, and analytics tools tailored for SAP environments. Additionally, my collaborative approach with diverse stakeholders is underscored by expertise in regulatory compliance, data quality enhancement, and strategic data life-cycle management and within SAP ecosystems. Committed to fostering organizational growth, I prioritize optimizing data governance practices and harnessing the full potential of SAP-based data assets

TECHNICAL SKILLS

Database Management: Á

TSQL • PL/SQL • Oracle

SAP Expertise: SAP C4C (Cloud for Customer)

S4Hana (High-Performance Analytic Appliance)

ERP - Microsoft Dynamics

System Integration & Development Tools:

IVR (Interactive Voice Response)

User Stories & JIRA

CMS - Confluence

Process & Data Management:

Process & Data Mapping

IIS (Internet Information Services) for Windows

XMLs

EDI (Electronic Data Interchange)

Cloud Platforms & DevOps:

Microsoft Azure DevOps

Service Management:

ServiceNow

JIRA

WORK HISTORY

Various Clients and Contracts:

03/2020 to CURRENT

- **Liberty Utilities – Algonquin Power & Utilities Corp**
- **Enercare**
- **Under Armour**
- **Government of Canada**
- **HCL Tech**

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

Provided guidance and training to end-users on how to navigate and use the IVR system effectively. Offering support to address any issues or questions that arise, such as a phone number not being recognized, payments not reflecting, etc.

Regularly reviewing the IVR system's performance and gathering feedback from stakeholders to identify areas for improvement. Recommending enhancements based on observed usage patterns and customer feedback.

Understanding of MDM principles and experience in defining and maintaining master data entities for improved data consistency across the organization.

Established and documented data governance policies, procedures, and standards to guide data management practices.

Developed and led several UAT 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.

Familiarity with data architecture principles and understanding how data governance aligns with overall data architecture.

Testing functionality in prep environment prior to launch in production.

Ensure that enterprise applications are operated in cost effective, efficient, and timely manner, according to SLAs that are agreed with business partners.

Experience in defining data stewardship roles and responsibilities, as well as implementing stewardship processes to manage data assets effectively.

Provide end to end support of AMS (Application Management Services).

Understanding of BI and analytics tools and how data governance can support data-driven decision-making processes.

Ensured proper documentation of all requirements, system designs, and test plans for future reference. This helps in maintaining an up-to-date understanding of the IVR system's capabilities and configurations.

04/2019 to 04/2020

SENIOR BUSINESS SYSTEMS ANALYST

Summitt Energy | 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 JIRA and Confluence to maintain CMS apart of EDM Operations and QA, assisted with Summit market entry into new markets and States.

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 Salesforce to track various stages of application development focusing on agile.

Analyzed existing systems and databases and recommended enhancements to solve business needs.

Enhanced project management skills by defining and presenting system solutions and timelines for business needs or technical problems Utilized change management techniques to provide smooth transitions during new hardware and software introductions.

Improved systems by studying current practices and designing modifications.

Determined operational objectives by studying business functions, gathering information and evaluating output requirements and formats Identified needed business improvements and determined appropriate systems required to implement solutions.

IT CLIENT SERVICES CONSUANT **FIS Global | Toronto, ON**

04/2018 to 04/2019

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 | Mississauga, ON

12/2015 to 04/2018

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 new customer acquisition and integration Project to supply 40,000 new customers with Natural Gas; this venture generated approximately \$800,000 in gross margin in calendar year and solidified Just Energy's stronghold in competitive market.

Led several projects simultaneously including 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

Provided input and decision-making authority to resolve escalated customer-facing issues and take steps to minimize future ones.

EDUCATION

Bachelor of Arts | Business and Industrial Relations

University of Toronto, **Toronto, ON**

Full Stack Coding Boot camp | School of Continuing Studies

University of Toronto, **Toronto, ON**