

# RAEED BIN MUDHHI

Business & Data Analysis, Data warehouse ,Data Insight ,Optimization,  
Problem Solving, Development, Business Process Improvement, AGILE &  
Digital Transformation

## EDUCATION

Bachelor's degree

2013 - 2018

King Saud University  
INDUSTRIAL ENGINEERING

## WORK EXPERIENCE

### > IT PRODUCT MANAGER MINISTRY OF JUSTICE - VRO 2020- PRESENT

Responsible for the products development, Leading Analytics' team to achieve function and nonfiction targets, technical delivery, data insights, data warehouse, Dashboards BI, Data Analysis, KPIs, reports, IVR tree, Product life cycle process, web development, and integrations. Managing Agile activities including Increment Planning, Sprint Planning, Backlog Refinement, and Sprint Reviews.

The key achievements have been accomplished:

- Develop data warehouse, and dashboards to unify a single point of truth, increasing productivity and reducing the cost.
- Create a Ticketing platform for inquiries and complaints
- Build Qaim platform for the voice of the customer and measuring customer satisfaction.
- Model KB platform for standardizing the agents knowledge.
- Build RASD platform to manage and govern release management.
- Enhance structuring for chatbot and IVR related to self-services to improve customer's journey.

### > BUSINESS EXCELLENCE TEAM LEAD SMASCO 2018- 2020

Responsible for Leading Analytics' team, assigning projects and controlling deliverables, data insights, data warehouse, Dashboards BI, Data Analysis, KPIs, reports, improving product life cycle process, analyzing operation's data to reduce failure and prevent the replication of problems across the environment.

The key achievements has been accomplished:

- Design route optimization solution that created an annual savings of 2 million SR.
- Build preferring solution which Increases the probability of renewing the contract by 15%.
- Improve driving mobile app to increase productivity and efficiency.
- Work on customer mobile app to improve the customer journey.

## SOFT SKILLS

KPIs

BPMN Processes

Agile Methodology

Data Analysis

Business Analysis

Root Cause Analysis

## TECHNICAL SKILLS

- Altryx Insights
- BRDs
- SQL
- Python
- Jira
- Web APIs
- Azure DevOps
- Power Bi Solution
- CRM
- Power apps
- Outsystems
- Power Automate
- UiPath
- Microsoft Dynamics
- Microsoft dynamics ax
- IVR solutions
- SQL Server
- Incorta
- SSIS
- SSAS
- Data Migration
- Database Design
- Apigee Integration
- Visio
- Execl
- Power Query
- Simulation