



Hind AlAqeel
Senior Business Analyst
Business and Technology Department
Saudi Central Bank

Nationality: Saudi | Marital Status: Married | Birth date: Sep 6, 1992

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Education / Certifications

- Bachelor of Management Information Systems
Second-class honors | GPA: 3.5 out of 4 | Jubail University College | 2015
- Sharia Compliant Banking | Bahrain Institute of Banking and finance | 2016
- Security Awareness | CYBSAF | 2018
- CBAP Candidate | IIBA | 2021

Functional / Technical Expertise

- Retail Banking
- Digital Banking
- Digital Transformation
- Innovation
- Business Analysis
- Requirement Gathering
- Problem Solving
- Critical Thinking
- Decision making
- Negotiation and Persuasion.

Relevant Work Experience

2021 – Present | Saudi Central Bank, Position: Senior Business Analyst

2016 – 2021 | Gulf International Bank, Position: Business Analyst

Implementation of New MADA Transactions and Services

Role: Business Analyst, Client: Meem KSA & Saudi Central Bank "SAMA"

- Analyzed and documented regulatory requirements and translated these business requirement to technical requirements and specifications.

Integrating Government Systems with GIB Systems "Tanfeeth"

Role: Business Analyst, Client: GIB Compliance & Saudi Central Bank "SAMA"

- "Tanfeeth" program aims to provide a direct link between the technological systems of government and banks operating in the Kingdom, to align with the objectives of the Kingdom's Vision 2030, which focuses on benefiting from modern technologies and e-government applications in addition to upgrading the level of government services to reduce administrative efforts and raise quality and speed.
- Analyzed and documented regulatory requirements and translated these business requirement to technical requirements and specifications.

Ministry of Housing Mortgage Mobile User Application

Role: Business Analyst, Client: Ministry of Housing

- Ensured that Stakeholders' needs and drivers are understood, and products and services are designed appropriately to help the client's improve operating efficiencies.
- Analyzed and documented business needs, and communicated the changes across technical teams within IT.
- Supported UAT and ensured that the business requirements are well tested and signed off.

MEEM Bahrain User Experience Establishment

Role: Business Analyst, Client: MEEM Bahrain (Meem is the retail bank provided by GIB)

- Designed Bahrain user experience, and planned and managed the establishment of Meem Bahrain user applications.
- Identified, assessed, analyzed and documented business needs and influenced the business requirements and processes to align with the overall strategy of the bank.
- Supported UAT and ensured that the business requirements are well tested and signed off.
- Designed a workshop to explain the customer onboarding journey to the call center staff.

MEEM KSA User Experience Development

Role: Business Analyst, Client: MEEM KSA (Meem is the retail bank provided by GIB)

- Redesigned Meem KSA user experience. And enhanced the platform and applications used to support the front end applications to achieve the desired optimized user experience.
- Identified, assessed, analyzed and documented business needs and influenced the business requirements and processes to align with the overall strategy of the bank.
- Supported UAT and ensured that the business requirements are well tested and signed off.