# Siwar Mhadhbi

## Business Analyst & QA Specialist | Computer Engineer

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Relocation & Visa: Open to Abu Dhabi / Dubai | Requires employer-sponsored UAE work visa | Available to join immediately upon sponsorship

## WORK EXPERIENCE

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**Business Analyst & QA**                                            May 2025 - Present

World Trust Soft - Amman, Jordan

- Drove end-to-end discovery for ERP Warehouse & Inventory modules: elicited requirements, mapped As-Is/To-Be (BPMN 2.0), and authored BRD/SRS, user stories, and acceptance criteria aligned to KPIs (inventory accuracy, order cycle time).
- Owned backlog and sprint planning in Jira/Azure DevOps; reduced release cycle ~25% and defect backlog ~30%.
- Built and maintained RTM for full traceability from business objectives to requirements to test cases to UAT sign-off.
- Applied process mining to ERP P2P/O2C event logs (variant analysis, conformance checks) to surface bottlenecks and rework; fed findings into backlog and release criteria.
- Built Python-based defect analytics with lightweight pipelines (SQL/CSV extraction, feature engineering, cross-validation) and integrated outputs into Jira/Azure DevOps to focus triage and improve sprint readiness.
- Mapped data fields and retention to Jordan privacy requirements (PDPL); specified consent and PII handling in BRD/SRS.

**Business Analyst & QA**                                            Jan 2023 - May 2025

Digital Minds Pro - Amman, Jordan

- Facilitated DMS requirements workshops; produced FRD/PRD and RTM; aligned acceptance criteria to measurable business outcomes.
- Designed Visio process maps to eliminate redundant steps; reduced operational inefficiencies ~18% while enforcing versioned change control.
- Planned and executed UAT with structured prioritization/triage; resolved ~95% of defects within SLA via tight developer alignment and clear reproduction steps.
- Managed delivery in Agile/Scrum and Waterfall: sprint ceremonies, readiness checks, release notes, and end-user enablement.
- Built Python notebooks to analyze UAT/production tickets (text + metadata) and published insights via Power BI/Tableau dashboards to expose top defect drivers and risk areas.
- Built a throughput-based Monte Carlo forecast tied to DORA metrics (lead time, deployment frequency, change failure rate, MTTR) to predict UAT completion windows (P80/P95) and de-risk go-lives.
- Defined RTL/bi-di acceptance criteria (dir attributes, mirroring rules, numerals) and added checks to test cases; reduced Arabic UI/layout defects across forms, tables, and PDFs.
- Designed a structured invoice data model and validation rules; researched GCC e-invoicing frameworks (KSA ZATCA Phase 2 integration waves) and the UAE e-invoicing programme timeline (Phase 1 anticipated July 2026).

**Business Analyst & POS Admin**                     Jan 2025 - Present

Thunder - Riyadh, KSA

- Defined requirements and flows for Admin Panel & POS; tightened acceptance criteria and test readiness to reduce POS defect backlog ~30% and speed UAT ~25%.

- Coordinated backlog grooming, priority fixes, and regression testing for smoother pilot/hypercare.

- Defect prediction & clustering: Built models (pandas, scikit-learn) to flag high-risk modules pre-UAT; issued weekly risk lists to QA leads.

- Ticket triage assistant (NLP-lite): Vectorized titles/descriptions to suggest components/labels and detect duplicates; exported suggestions to Jira for human approval.

- Release anomaly signals: Rule-based + statistical monitors on build/test metrics (failed-test ratio, flaky-test rate, response-time drift) to alert during hardening.

**Full Stack Developer**                     Mar 2025 - Jun 2025

Theta Technologies - Amman, Jordan

- Built a responsive travel-agency SPA using Angular and Bootstrap with a Firebase backend to improve content velocity and user engagement.

**Flutter Developer**                     Feb 2025 - Jul 2025

Echo Technology - Amman, Jordan

- Delivered a Flutter app for the Ministry of Awqaf & Islamic Affairs with Google Maps integration and offline capability; ensured stable builds through iterative testing.

EDUCATION & SKILLS

**Education: B.Sc. Computer Engineering (IoT & Embedded Systems) - Faculty of Science of Tunis (2021-2024)**

**Languages: Arabic (Native) - English (Fluent) - French (Fluent)**

Core Competencies

- **Requirements & Documentation:** BRD, PRD, SRS, user stories, acceptance criteria, RTM, use cases, BPMN 2.0/UML, process mapping (Visio)
- **Delivery & Collaboration:** Agile/Scrum & Waterfall SDLC, backlog grooming, sprint planning, reviews/retros, UAT coordination, defect triage
- **Data & Reporting:** SQL, advanced Excel, Tableau/Power BI (dashboards, KPI tracking), advanced Python for analysis/automation using Machine Learning algorithms.
- **Data, ML & Analytics:** Python (**pandas, scikit-learn, numpy**), exploratory data analysis, feature engineering, classification/regression, anomaly detection, model validation (train/validation split, cross-validation), NLP (tokenization/vectorization), data wrangling (**SQL, joins, windowing**).
- **Operationalization:** Exporting model outputs to **Jira/Azure DevOps**, scheduled refreshes (cron/notebook jobs), versioned notebooks (**Git**), results documentation (**Confluence**).
- **Stakeholders:** Product, business units, engineering/QA, vendors; cross-functional workshop facilitation.