Ahmed Mahgoub

**(443) 694-0083 |
AMAHGOUB1@GMAIL.COM**

I am a highly motivated, dynamic professional, results oriented Business Analyst with a comprehensive background in the fields of information technology ranging from wireless networking, sales, and Business Analytics. With 6+ years of experience in the area of business Analysis, project operations/delivery, system analysis, and software development in various domains including insurance, retail, and technical repairs. I demonstrate effective communication and interpersonal skills in addition to a keen eye for detail. In addition to English, I am fluent in Arabic. My past experiences lend to a stable foundation for learning and retention of new knowledge in addition to the application of these skills.

EXPERIENCE

STACK IT SOLUTIONS, Bladensburg MD — *Technical Business Analyst*

MARCH 2017 – PRESENT

- Monitored and Prioritized development backlog, planning releases, and planning sprints
- Monitored projects through the Software Development Life Cycle process using the Agile/SCRUM methodology
- Elicited requirements/user stories utilizing multiple sources such as interviews, documents analysis, requirements workshops and Joint Application Development (JAD) Sessions, business process descriptions and workflow analysis
- Effectively communicated and collaborated with external and internal customers to analyze information needs and functional requirements to deliver artifacts as needed such as: Functional Requirements Document, Business Requirements Document, Use Cases, Process Flow Diagrams, and visual presentations (Mock-up screens).
- Worked independently with end-users to interpret the customer business needs and translate them into high end application and Non-functional requirements
- Organized high level Joint Application Development (JAD), and Requirements Gathering sessions with Stakeholders, SME's and Product Owners in order to capture business rules, processes and system requirements for various projects such as adding a Check-Out Feature, and acquisition of client demographics for marketing research.
- Spearheaded deployments of Sales, Promotions, Promotion validation, and store feature on PHP Retail Reporting Application

SKILLS

Data Modeling
Mock-Ups
Business Requirements
Scrum/Agile
Methodologies Application
Development & Project
Management
JSON
SQL
Sales/Negotiations
AWS

Tools

Putty
Powershell
Terminal
Oracle SQL
Microsoft Office Suite (Excel, Word, PowerPoint, etc.)
Atlassian Suite (JIRA, Confluence)
Screenshare
DrawIO
Visual Studio
Linux / Windows OS

- Served as the SME for Software Change Request Process (SCR) in order to effectively manage change requests for various applications
- Utilized Gliffy to create various flow charts, Use Cases and sequence diagrams to provide detailed outline of the various actors and systems interaction.
- Utilized Agile heavily for streamlining the team's development activities.
- Collaborated with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs
- Assisted in developing test plans, test cases and performed User Acceptance Testing (UAT).
- Traced the functional requirements through the stages of the SDLC to ensure that the requirements were fully implemented
- Elicited and collaborated with developers to deploy PHP Retail Application on AWS infrastructure.
- Created EC2 instance on AWS infrastructure, Created Security Groups, Created RDS instance, Configured PHP application, Restore database snapshot, and Created roles within EC2 instance.
- Translated sales data from JSON to SQL format for data aggregation both manually through sequel insert statements and via various web applications.
- Created database views and constraints utilizing primary and foreign keys within an SQL database.
- Wrote database joins (inner, left, right, full).
- Created database data models.
- Ran Scrum ceremonies like sprint planning, daily scrums, sprint retrospective and sprint review.
- Created and updated data within APEX database.

MKIT, Bowie MD — *Business Analyst*

MARCH 2014 – MARCH 2017

- Effectively communicate and capture functional requirements for a Business Process Re-engineering project (BPR) project.
- Worked independently with users to define and clarify Functional and Non-Functional requirements in order to translate them into user stories and system requirements.
- Conducted meetings with End Users, to gather and document business needs and translated them into functional requirement document (FRD).
- Effectively managed all software change requests using Software Change Requests (SCR) and Requirement Change Request Process (RCR) documents.
- Clarified and resolved issues with developers during efforts to validate designs and functional specifications.
- Provided Business Analysis support and process improvement recommendations and supported the implementation of application enhancement.

- Elicited, documented, and analyzed user needs to determine requirements.
- Resolved issues and found solutions by means of automated systems.
- Collaborated with project manager in managing the project development process following the RUP and Waterfall based SDLC process.
- Prepared Meetings, Agendas and documentation that captured decisions made and provided support to the team throughout all phases of the Software Development Lifecycle (SDLC).
- Prioritized and managed development backlog.
- Collaborated with developers and subject matter experts (SME's) to establish technical vision and analyze usability and performance needs.

SERVICE KING, Fort Worth TX— *Advisor*

AUGUST 2013 - MARCH 2014

- Elicited claim details from clients, assessed, and thoroughly documented automotive damages.
- Prepared efficient repair blueprints and oversaw complete vehicle repair to decrease cycle time.
- Analyze and evaluate estimates to increase profitability.
- Utilized multiple claims appraisal systems to assess and complete vehicle inspection reports.
- Remained current on jurisdictional laws and regulations to stay in compliance with state and insurance companies.
- Collaborated with automotive technicians to ensure a smooth repair process.
- Demonstrated strong negotiations, analytical thinking, and communications skills.

iDoc Repairs, Remote — *Repair Specialist*

JUNE 2008 - AUGUST 2013

- Attract and retain a consistent client base through providing excellent customer service, internet marketing, and establishing ongoing client relations
- Demonstrate high level understanding of Apple iOS and Android operating systems
- Manage P&L margins through effective inventory maintenance and sales
- Provide technical support and repairs for numerous operating systems, brands, and devices.

EDUCATION

Anne Arundel Community College, Arnold MD— *AA Degree*

SEPT 2007 - JUNE 2009

Associate of Science: Business Administration &

Communications/Accounting

University of MD U.C., Adelphi MD — *Business Administration*

SEPT 2009 - SEPT 2022

Degree in progress