



Saeed Ahmed A. Hefnawy

Current work region: Al Khobar, Saudi Arabia

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OBJECTIVE

PBA Certified, Qualified Business Analyst with extensive organizational skills.

7 years of working experience in Business Development, CRM. Interested in using my experiences and my skills to add value to the firm that I work for.

PERSONAL DATA

- Nationality: Egyptian
- Iqama:2388955151
- Date of Birth: Sep 1, 1988

EDUCATION

- Bachelor in Management and Accounting, Faculty of Commerce Zagazig University, Egypt

WORK EXPERIENCE

From January 2018 Till Now: Business Analyst

At Al Kifah Holding Co.



Job Responsibility & Achievements:

Presenting Monthly Performance Analysis Reports & Dashboards to The Division Head.

Preparing Balance Score Card as per the BU prospective KPIs Measurement

Developing the Dept. process map & flowchart per services

Preparing clear SLA as per the product cycle and efforts

Transition the request service process from mails to automation system (Hub Desk).

Preparing Service catalogue with timeline and procedures.

Reporting system figure out the performance and evaluation progress

Clear KPIs assess the Operational Workflow and the team Achievements.

Preparing the annual Sales & Expenses forecast Plan.

Works on preparing the New FY Budget with Other Departments.

Defining the business problems by Performing Gap Analysis to uncover the underlying reasons and Root Causes and Preparing the action Plans.

Preparing the dedicated strategy reports as YTD Initiatives status & SDR and CSI monthly Reports.

Managing Operation Team and evaluating their performance Monthly.

Achievements:

- ✓ Central archiving for 24 subsidiaries
- ✓ Decreasing the governmental requests timeline by 50 %
- ✓ Reducing the penalty fines on the subsidiaries from 100000 SAR to 0 SAR Yearly.
- ✓ Increasing the customer satisfaction Index by 92%.
- ✓ Managing over 350 governmental documents through government services Platform
- ✓ Running and tracking all Dept. Initiatives through WRIKE.

From Jan 2015 Until December 2017.

Office Manager



At Al Kifah Holding Co.

Job Responsibility & Achievements:

Ensure the smooth running of the office on a day-to-day basis and may manage a team of administrative or support staff
Organizing office operations and procedures
Preparing weekly schedule; controlling correspondence
Designing filing systems and controlling the office tasks
Maintains office staff by recruiting, selecting, orienting, and training employees

Achievements:

- ✓ Managing the tasks of 6 subsidiaries under the division director
- ✓ Coordinate and manage all the meetings with related stakeholders
- ✓ Authorized on the official email of the division director
- ✓ Running weekly plan schedule as per the prioritization issues.
- ✓ Works on the strategic level as preparing authority matrix and salary scale etc.
- ✓ Involving in preparing a new FY budget and SLAs.
- ✓ Key vocal point between the division director and the CEOs and Employees
- ✓ Organize the official Big Events and participations

From Oct 2013 Till Nov 2014:

Assistant Manager

At Al Yacht Royal Hotel

Job Responsibility & Achievements:

Monitoring the receptionist's roles on the clients & customer's duties include checking guests in and out, issuing room keys
Contacting housekeeping or maintenance when guests report a problem
Front desk supervisors also provide hotel clerks with necessary training and support.
Developing the process of making or confirming reservations by telephone or email
Verifying and collecting payments
Controlling guest access to safe deposit boxes

From May 2011 Until Sep 2013

Accountant

At Advantech Trade Co Egypt

ADVANTECH

Job Description:

Prepares asset, liability, and capital account entries by compiling

analysing account information.
Summarizes current financial status by collecting information
preparing a balance sheet, profit, and loss statement and other reports
Substantiates financial transactions by auditing documents

From June 2010 to May 2011:
Customer Service



At RAYA Contact Centre

Job Description:

supports customers by providing helpful information, answering questions,
responding to complaints and process returns

The front line of support for clients and customers

Ensuring that customers are satisfied with products, services, and features

- Arabic: Mother tongue.
- English: Professional level of spoken and written

From 17 Sep. 2017 to 24 Oct. 2017

- Course name: Advanced Excel
 - At American University in Cairo "AUC"
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From 2 April 2018 to 16 May 2018

- Course Name: Project Management Professional "PMP"
 - At EVORESTTE
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From Nov 2020 to Jan. 2021

- Course Name: Professional in Business Analyst (PMI-PBA)
 - At Porto Learn
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On January 2021

- Course Name: Business Case Development
 - At Porto Learn
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On January 2012

- Course Name: ICDL (Computer Science)
 - At I S I
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During November 2009

- Course Name: Sales Diploma
 - At A B A
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On November 2009

- Course Name: Accounting Diploma (Accounting Credential)
 - At Ain Shams University _ Misr Learn
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- Analytical skills, Reporting. Presentation.
- Ability to communicate and manage well at all levels of the organization.

LANGUAGES

TRAINING
COURSES

SKILLS

- Professional skills in MS Office skills particularly strong capabilities in MS Excel. PowerPoint, Word and others helping tools.
- Operating Systems.
- The Ability to Solve Problems.
- Planning & KPIs developer.
- Business Analysis.
- Business Case Preparation.

PERSONAL FEATURES

- Critical thinking.
- Process Modelling Knowledge.
- Leadership
- Problem Solver
- Self-Developer
- Good Listening
- Ambitious
- High Motivating