Riffayu Deen Shaik

Al-Khobar, Saudi Arabia
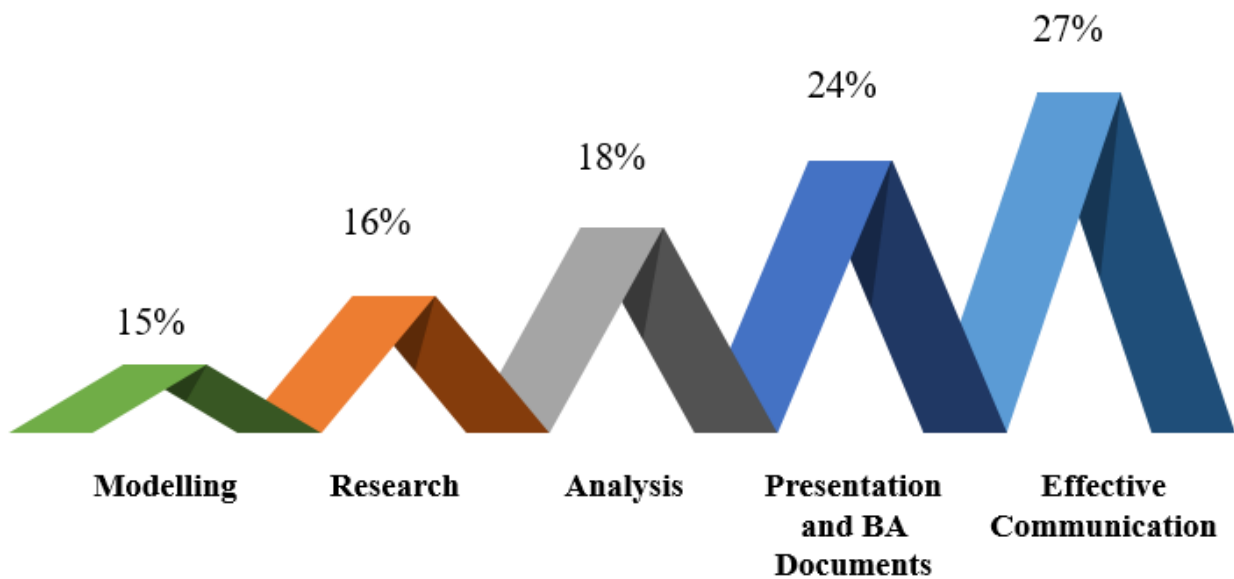
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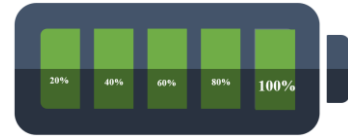
riffau@gmail.com

Personal statement

A Statistically Proficient and Dedicated Business Analyst with more than **Nine years** of experience in high level business environment. Providing strategic and operational needs of a business and of delivering leaner and efficient operations. **Strategy Planning**, **Project Management Life Cycle, Business Requirements** and **Implementation Plans, KPI's.** Using tools like **Tableau, SAS Business Analytics, Google Analytics and Data Studio, MS- Office.**
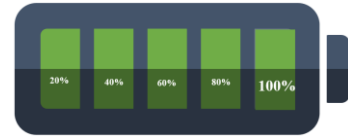
Core skills

Modelling	Research	Analysis	Presentation and BA Documents	Effective Communication
15%	16%	18%	24%	27%

Education

Degree Obtained	Institution	Graduation Year
MBA (Project Management)	Sikkim Manipal University Distance Education, India.	2016
B. Tech (Information Technology)	Anna University, India	2011

Professional Summary

Project Name	Tools Used
Strategy formulation and KPI implementation	Wrike, Google Spreadsheet, Presentation, Hubdesk
Projection of Bank customers satisfaction and overcoming the crisis for a leading bank in KSA	SAS Business Analytics, Grapholite's SWOT, Tableau
Major implementation of CFC in a capital company	SAP S4/Hana, Office Suite, Google Analytics
BSC for SLA of GE Corporate	IBM's Rational Requisite Pro, BSC Designer, Data Studio
KPI of GA System x firmware	Infor Smart Office, X-KPI, Metrics

Employment History

Business Analyst – Al Quwa, KSA (Kifah Holding)

(October 2019 – Till date)

Responsible for the analysis of outlining problems, opportunities and solutions for a business and Budgeting, Strategy, forecasting, defining business requirements and reporting them back to stakeholders.

Duties

- Key player in Strategy Definition and Planning (SKY Community)
- Preparing SRD (System Requirement Document), Dashboards, Balance Scorecard and Reports
- Owner of *KPI performance metrics*
- Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues (**SLA Variance Report**)
- Part of Change Management Team
- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports (**Gap analysis**)
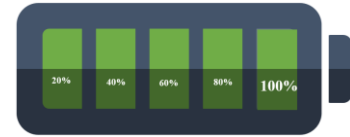- Lead the project – *SAP Sucessfactor Implementation* as an EPMO.

Senior Business Analyst – FAD Company, KSA

(January 2014 – July 2019)

Responsible for the analysis of existing business practice leading all phases of diverse technology projects and providing budgetary and technical solutions for growth and improvement.

Duties

- Managing outstanding risks, issues and defects, and ensuring that these were successfully addressed and closed.
- Achieved success in several e-Commerce enhancement projects with budgets of ~ *$30K*. Ensured all products and services of the Sales Trade meet company standards and end user requirements.

- Led teams across broad *technical*, financial and *business* disciplines. Progress to ensure project milestones were completed on *time, on budget and with the desired results*.

Junior Business Analyst - FAD Company, KSA

(December 2012 – December 2013)

Recognizing and understanding competing organization requirements and then optimizing project resources to best meet these needs and to Identify and reconcile errors in client data.

Duties

- Develop functional specifications, scope documentation, business requirements and use case documents for software development.
- Defined processes and tools best suited to each project. Moved between *agile* and *waterfall* approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and *WBS* (work breakdown structures).
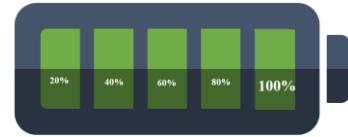- Reviewing technical requirements and streamlining areas to maximise potential *profit.*

IT Analyst – L4 Support Services, India

(January 2012 – November 2012)

Engage the client to support the remote payment servers and solving the issues in reverse payment and construct easy to understand data and process models.

Duties

- Completed projects two months *ahead of schedule* and brought as much as AUD 1.2M under budget and to universal client acclaim.
- Managed all phases of the *software development lifecycle* (SDLC) for dozens of custom solutions.
- Directed *global rollouts* of new software and systems for clients including Westpac Banking Corporation (Westpac)
- Providing a walkthrough for the client about the issue and the solution for the *Authorised Deposit-taking Institutions* (ADIs)

Data Analyst – HCL Technologies Ltd, India

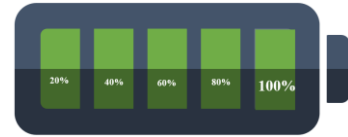*(August 2011 – December 2011)*

Analyse the schedule and execute all stages of enterprise software, hardware and system implementations and evaluations of policies and prepared operational reports.

Duties

- Excelled in guiding the work of technical teams. Articulated project goals and scope translated business needs into technical terms, prepared detailed work and instilled shared accountability for achieving project milestones.
- Created cost-benefit analyses and *ROI assessments* that were used as the basis for decision-making on proposed IT implementation projects.
- Optimized network uptime to 99.9%, led a major network upgrade, and improved systems *security and reliability*.
- Streamlined the process to be aligned with APRA regulations.

Strengths

Problemsolving
Analytical
Hardworking
QuickLearner
Teamwork
Persuasive
Initiative
Adaptable

Certifications

Alison MOOC – Ireland

Diploma in Project Management (**Cert. No**: 276-9424885)

Diploma in Operations Management (**Cert. No**: 345-9424885)

SCRUM study Certification (E-learning) - United States

Basics of Scrum, Agile and Project Delivery (**Cert. No:** UC-DSSPAGT9)

Agile Crash Course: Agile Project Management; Agile Delivery

Agile Business Analysis

Google Analytics Academy – United States

Google Analytics for Beginners
Introduction to Data Studio

British Council

English Score CEFR B2 (**Cert. No**: 8a33b324)

PMI (Project Management Institute)

Responding Effectively to Risks

Personal Details

- Date of Birth   : 01-06-1989
- Passport Number   : U0042766
- Nationality   : Indian
- Driving License   : Saudi Arabia
- Languages   : English (Fluent), Arabic (Basic)
- Marital Status   : Married