



Alaeddin Hallak

Business Analyst

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date of birth 2/12/1982

nationality Canadian

marital status Single

Saudi residency Transferable Iqama



Work Experiences



EVER TEAM

Business Analyst, BPM Specialist

April 2009
– present

- Led the analysis and design of business process automation projects working directly with stakeholders at various levels.
- Major clients include Jeddah Municipality, General Authority of Civil Aviation, Ministry of Industry and Commerce, Saudi Red Crescent Authority.
- Utilized user-centered design approach with iterative prototypes review and testing sessions.
- Performed extensive on-going quality assurance and usability testing.



Integrated Development for Information Systems

Head of Applications & Solutions Development

January 2008
– 2009

- Managed the solutions development department ensuring successfully and timely delivery of department projects
- Engaged in pre-sales activities and first-time meetings with potential prospects to introduce IDIS
- Started an initiative for converting IDIS into "projectized" organization by introducing operations governance and implementing a project management information system



Information & Logistics Services Co. (Basamh) Solutions Analyst

February 2006
– January 2008

- Responsible for the analysis and design of handheld mobile solutions with backend web-based administration interface
- Interviewed and contextually observed end-users in order to accurately capture requirements and business processes
- Documented use cases, scenarios and business rules in UML
- Managed a remote development team towards delivering iterative functional builds
- Iteratively performed quality assurance and on-field usability testing



Globesoft (Zaki Farsi Group) .NET Developer, Solutions Analyst

October 2004
– February 2006

- Lead ASP.NET developer for a web-based subscription management system used by Saudi Post to manage subscriptions to Wasel service.
- Developed integration with MOI database to retrieve subscribers' personal details. Utilized secure XML Web Services authenticated by X.509 certificates
- Implemented AJAX technology

Qualifications

Certified Usability Analyst

Human Factors International, USA

Microsoft Certified IT Professional (MCITP)

Enterprise Project Management

Microsoft Certified Technology Specialist (MCTS)

Project Server, Office Project

Microsoft Certified Solution Developer

Microsoft .NET

Skills

Business Analysis

Experience in executing BPM projects. Ability to plan and develop BPM business case, identifying stakeholders, gathering and analyzing requirements and modeling "as-is" and "to-be" processes using best practices while focusing on change management and continuous improvement and monitoring.

Solutions & Usability Analysis

Emphasis on user-centered analysis and design, usability testing and interaction design. Practical experience in UI prototyping and UML.

Development

Windows and Web-based development on .NET framework (VB, C#, ASP.NET, Web & Windows Services). Experience with various technologies such as PHP, JavaScript, VBScript, AJAX, XHTML & CSS.

Products Experience

- Microsoft Office SharePoint Server
- Microsoft Office Project Server
- Microsoft Dynamics CRM
- WordPress (CMS)

Miscellaneous

- Excellent communication, presentation and leadership skills.
- Web 2.0, Social Media, SEO
- Total English & Arabic fluency

"Alaeddin is a creative professional with a strong ability to understand and articulate a client's vision"

Hamdan AlEjel, CEO IDIS

Other references available at my website

Education



Jordan University of Science and Technology
Bachelors in Computer Science

2000
– 2004
Graduation project: Secure online conferencing system with messenger capabilities and extra new features built using C#.NET



T.L. Kennedy Secondary School
High School Diploma

1997
– 2000
Toronto, Canada