

Andrew Medhat Naguib

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PROFESSIONAL SUMMARY

I am a highly competent Business Analyst professional with a proven track record in Visualizing data reports along with the huge banking experience that I have gained. I have strong technical skills as well as excellent interpersonal skills, enabling me to interact with a wide range of clients. I am eager to be challenged in order to grow and further improve my IT and business skills. My greatest passion in life is using my technical know-how to benefit other people and organizations.

WORK EXPERIENCE

Business Analysis & Integration Analyst

May 2011 - Present

QNB ALAHLI BANK • Cairo, Egypt

- Perform functional testing during major and minor upgrades of the system.
- Collect, understand, and transmit the business requirements for the tasks, and translate these into functional specifications and detailed test plans.
- Obtain sign-off from business line on the specifications.
- Create and/or enhance programs including the Core Banking System, according to users' requests, and coordinate its implementation with external vendors and all concerned departments.
- Handle all system defects requests received from, further process it for enhancement to the system provider and follow-up its implementation.
- Ensure accuracy of all programs using functional judgment, address the requested system's corrections / defects / changes in a timely manner, and recommend solutions by organizing tests with end users and communicating with external vendors and bank's internal concerned departments for further adjustments.
- Manage the flow of DIM (Requests for Maintenance) between the business line and the system provider.
- Prepare requirements, specifications, business processes and recommendations concerning new evolution requests.
- Handle the execution of test plans throughout the project life cycle, while maintaining ongoing synergy with all the involved entities and abidance by targeted deadlines.
- Analyze and follow up with the IT Development on the development of new reports.
- Assist in coaching and training bank's Departments or Branches regarding new / modified functionalities whenever needed, provide them with the necessary user guides and documentation, and respond to their requests regarding system functionality or any errors that may arise while using the system.
- Develop user guides and training material to assist business line in dealing with the system's functionality.
- Provide regular progress reports illustrating the status of prepared / existing tasks and highlights on the progress of outstanding issues.

- Handle the execution of needed changes or modifications in association with responsible Business Line to validate, while maintaining synergy with all the concerned departments to fulfill the changes (AUT/IT/BL).
- Creatively seek opportunities to improve existing approaches and propose solutions for programs defects.
- Ensure protection of data and the abidance by the related rules.
- Apply permanent supervision, compliance and money laundering, operational risk, and workplace success guidelines whenever and wherever possible.
- Ensure correct adoption of all policies and procedures to guarantee that QNB ALAHLI's business is conducted in compliance with local law, internal rules and regulations, as well as, International Standards.

General Accountant

Dec 2010 - Apr 2011

MCV-general agent of Mercedes Benz in Egypt • Cairo, Egypt

- Assisting in formulating budgetary and accounting policies
- Preparing financial statements for presentation to boards of directors, management, shareholders, and governing and statutory bodies
- Conducting financial investigations, preparing reports, undertaking audits and advising on matters such as the purchase and sale of businesses, mergers, capital financing, suspected fraud, insolvency and taxation
- Examining operating costs and organization's income and expenditure
- Providing assurance about the accuracy of information contained in financial reports and their compliance with statutory requirements
- Providing financial and taxation advice on business structures, plans and operations
- Preparing taxation returns for individuals and organizations
- Liaising with financial institutions and brokers to establish funds management arrangements
- Introducing and maintaining accounting systems, and advising on the selection and application of computer-based accounting systems
- Maintaining internal control systems
- May appraise cash flow and financial risk of capital investment projects

Call Center Agent

Jun 2010 - Aug 2010

Orange • Cairo, Egypt

- Assist customers in their complaints.
- Give customers best service.
- Handling angry customers.
- Cross sell telecommunications products and services to customers.
- Activate new lines for customers.

EDUCATION

Masters' degree of science in international business management

Sep 2019 - Sep 2020

Griffith College Dublin • Dublin, Ireland

MSc International Business

Management September 2019 - September 2020

- GPA: 2.2

Graduation project: "How can digital marketing help us to understand the behavior of online shoppers".

Bachelor's degree of management science

Sep 2006 - Jul 2010

Sadat Academy for Management Science • Cairo, Egypt

BSc Management Science September 2006 - July 2010

- GPA: 2.95

Graduation project: "The impact of financial crisis on Egyptian economics and stock market".

SKILLS

- **Language:** Arabic: Mother Tongue, English: Excellent, French: Intermediate.
- **Computer:** Oracle financial accounting database, SQL, Advanced Excel, Windows, Cloud, Networking, Microsoft office, Salesforce, Power BI, SAP, Delta, Cash Trace, Tableau, Cases connect, Linux, Directory services, Cybersecurity, Canva and CRM.
- **Technical:** Google Analytics, Agile, Business Analytics, SEO, Digital Marketing, Marketing Analytics, Customer support, Troubleshooting, Business Process Improvement, Time Management, Google AdWords, Accounting Techniques, Credit Analysis.

PROFESSIONAL CREDENTIALS

- Bachelor's degree from a recognized university credential number 2560828/ia
- Master's degree from a recognized university credential number CIC-000064846-IMM

CERTIFICATIONS

- 2023: Diploma in application of Business Analytics.
- 2022: Marketing Analytics Certificate.
- 2021: Google IT Support Specialist Professional certificate.

COURSES

- 2020: Big data course - Agile & Devops - Enterprise Platforms - Cloud computing - Cyber security- AI – Blockchain.
- 2019: Business Analysis, Digital Marketing.
- 2018: CompTIA Cloud Computing - Operational Risk Management.
- 2015: Forgery and Fraud.
- 2013: Financial Statement Analysis - Anti Money Laundry – Trade Finance Activities - Dealing Room Operations.

INTERESTS

I like volleyball, music, singing, socializing and reading articles in business and technology.