

Rasheed Al-Dhaferi

Business and Systems Analyst

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PROFESSIONAL SUMMARY

Business Analyst and Systems Analyst with over 5+ years of experience in digital transformation, fintech, and enterprise system implementations. Specialized in requirements engineering, stakeholder engagement, and business process modeling for large-scale digital platforms, including e-wallet and ERP systems. Proven ability to gather, analyze, and document business, functional, and non-functional requirements, and translate them into clear technical deliverables such as BRDs, FRDs, use cases, and process flows. Experienced in conducting workshops, stakeholder sessions, and cross-functional coordination in both Arabic and English. Strong understanding of digital ecosystems, integration architecture, and service workflows, with hands-on experience supporting UAT, solution validation, and change management across Agile and hybrid delivery environments.

WORK EXPERIENCE

Sohobcom for Cloud Services & Technical Solutions- TeleYemen

Aug 2023 To Present

Business and Systems Analyst / Product Owner / Scrum Master

- Conducting requirements analysis sessions with stakeholders to define project scope, objectives, and system requirements.
- Performing gap analysis to identify process inefficiencies and recommend system improvements.
- Facilitating communication between business stakeholders, technical teams, and external vendors.
- Translating business needs into clear functional specifications, user stories, and process flows.
- Acting as a Product Owner for multiple software and Odoo-based ERP projects, overseeing the end-to-end product lifecycle from requirement gathering to delivery.
- Collaborating with clients to understand business goals and transform them into structured product backlogs and prioritized user stories.
- Participating in solution design discussions and system architecture alignment.
- Facilitating Agile ceremonies including daily stand-ups, sprint planning, retrospectives, and demos for ERP (Odoo) projects.
- Managing sprint backlogs and working closely with product owners to prioritize user stories based on business value.
- Conducting requirement analysis and transformation into actionable user stories and acceptance criteria.
- Utilizing tools such as Azure DevOps and Trello to manage workflows and Agile documentation.
- Managing change requests and ensuring proper documentation and impact analysis.
- Overseeing projects initial documents such as RFP, contracts, gap analysis, action plans, etc.
- Providing customers with the needed consultancy and best solutions for their business and technical problem.
- Gathering documenting and analyzing customer requirements and business processes for Odoo ERP System.
- Implementing Odoo based on requirements gathered according to Agile/scrum methodology.
- Providing customer with functional assistance as well as training.
- Identifying, specifying, and engineering requirements for external vendors when developing and implementing some outsourced solutions, such as core banking system (Temenos T24 core banking system).
- Designing and reviewing UML diagrams (Use Case, Activity, Sequence, Class Diagram) and UX wireframes to clarify system behavior and user interactions.
- Documenting the requirements for multiple projects using the different types of requirements documents SRS, User Stories, Product Backlog, BRD, FRS, TRD, and MOR.
- Conducting UAT (User Acceptance Testing) and functional testing, ensuring product quality and business alignment.

- Playing a key role in aligning stakeholder expectations, product vision, and technical delivery across several concurrent ERP projects.
- Responding to Support Tickets and providing solutions.

Al-Qasemi Microfinance Islamic Bank

Dec 2024 To June 2025

System Analysis Consultant (E-Wallet Project – Head of Analysis Team)

- Appointed as System Analysis Consultant for the bank's digital transformation initiative focused on launching a new E-wallet WaaS platform.
- Served as Head of the Analysis Team, leading project scoping, business process modeling, and system requirements definition.
- Personally, executing the majority of the analysis work across all project phases—including stakeholder interviews, requirements gathering, solution design, and documentation.
- Leading the analysis team as Head of Analysis, overseeing requirement gathering, solution design, and stakeholder coordination.
- Developing and standardized analysis SoCs (Scope of Content) templates, enhancing clarity and consistency across all deliverables.
- Managing analysis project activities including timeline planning, task distribution, and alignment with technical and business stakeholders.
- Coordinating with developers, QA, and product teams to ensure accurate translation of business needs into functional system components.
- Contributing to documentation (SRS, BRD, Traceability Matrix, and User Stories) and system diagrams (UML, BPMN) to support implementation and testing phases.
- Playing a central role in stakeholder workshops, ensuring alignment between regulatory requirements and functional design.

International University of Technology Twintech

Feb 2023 To Present

Lecturer (System Analysis and Design & IT Project Management)

- Preparing and delivering lectures, tutorials, workshops, and seminars for the System Analysis and Design subject.
- Developing curricula and course material that can be used across a number of platforms.
- Collaborating with other academics and lecturers to improve teaching methods and expand the knowledge base.
- Setting and grading assignments, tests, and exams.
- Providing support to students and other colleagues.

Smart life for ERP Systems

Aug 2022 To Feb 2025

Systems Analyst

- Examining current systems.
- Producing specifications for new or modified systems (Change and Re-work).
- Documenting requirements and creating Software requirements Specification (SRS).
- Liaising with other IT staff such as programmers to produce new modules of the system.

Tamkeen Financial Company- Cash E-Wallet

Aug 2022 To Aug 2023

IT Support Analyst / Business Support Analyst

- Supporting Cash E-Wallet agents by providing technical assistance, system maintenance, and operational support to ensure uninterrupted service delivery.
- Installing, configuring, and maintaining agent systems, software, and related IT infrastructure.
- Diagnosing and resolved transaction synchronization issues between field systems and central platforms, ensuring data accuracy and system reliability.
- Performing troubleshooting for software, system, and connectivity issues, minimizing downtime and improving user productivity.
- Contributing to business analysis activities by assessing operational challenges, identifying process gaps, and supporting improvements in system-related workflows.
- Acting as a key point of contact between technical teams, agents, and business users to ensure issues were clearly understood and resolved efficiently.

- Training colleagues on troubleshooting techniques, customer issue handling, and effective problem resolution methods.
- Providing ongoing coaching and support to team members to strengthen their technical understanding and improve service quality.
- Documenting recurring issues, resolutions, and recommendations to support continuous improvement and knowledge sharing across the team.

Dopa for Entertainment- Injaz company program

June 2022 To Dec 2023

Game Designing Analyst - Remote

- Being responsible for analyzing the entire game processes.
- Documenting the Game Design Document (GDD)
- Working with game developers to clarify the game's requirements.
- examine games to ensure they are free of bugs and glitches.

Freelancing

May 2021 To Present

Systems Analyst

- Meeting and coordinate with internal and external stakeholders- online and on-site- to identify project scope, system goals, and requirements.
- Developing, analyzing, prioritizing, and organizing requirement specifications, data mapping, UML diagrams, and flowcharts for developers and testers to follow-up with the SDLC project.
- Translating highly technical specifications into clear understandable content.
- Creating Mockups, so the team can understand how the product will execute a particular feature.

JPMorgan Chase Software Engineering Virtual Experience

May 2022 To Sep 2022

Software Engineering Intern

- Managing software development lifecycle.
- Overseeing the development of documentation.
- Analyzing data to effectively coordinate the installation of new systems or the modification of existing systems.
- Developing and executing project plans.
- Developing and directing software system validation and testing methods.

International University of Technology Twintech

May 2022 To Sep 2022

Google Developer Student Club Lead

- Working with the university to start a student club and selecting a core team and faculty advisor to support.
- Fostering student knowledge on developer products and platforms through hands-on workshops and events.
- Identifying local partners to work with and lead project building activities.
- Conducting events related to IT within the University.

EDUCATION

- **Bachelor of Business Information Technology (BIT)**, International University of Technology Twintech Sana'a- Yemen, **2019-2023**
- **Bachelor of Computer Science (Online)**, Open-Source Society OSSU University Remote, **2023- Present**
- **Bachelor of Business Administration (Online)**, University of the People USA, **2024- Present**
- **IBM Systems Analyst Professional Certificate (Online)**, Coursera Remote, **Mar 2026- Present**
- **IBM Product Owner Professional Certificate (Online)**, Coursera Remote, **Nov 2025- Apr 2026**

- **Odoo Functional Workshop (Online)**, I Value Academy Egypt, **May 2024- Aug 2024**
- **PMP Project Management Professional Diploma (Online)**, Edrak Platform Jordan, **Feb 2022-Apr2022**
- **The complete course of SQL Database programming (Online)**, Udemy Platform Remote, **Jun 2020- Sep 2020**
- **Web Development Stack (Online)**, Udacity Platform Remote, **Apr 2020 – Jul 2020**
- **Proficiency of English Language**, Exceed Language Center Sana'a-Yemen, **2017- 2019**
- **ICDL Diploma**, New Horizons Center Yemen. Sana'a-Yemen, **Feb 2019 – Apr 2019**
- **High School Diploma**, Jamal Abdalnasser High School for Outstanding Students. Sana'a-Yemen, **2014 –2017**

COURSES

- **Odoo Development Course**, EB-Tech - Remote, **Dec 2024**
- **Business Process Management Course**, Guadara- Remote, **Oct 2024**
- **Accounting course for non-accountants**, Tele-Yemen Company, **Dec 2023**
- **Information System Auditing Principles course**, The Hong Kong University of Science and Technology- Coursera, **Aug 2023**
- **Temenos T24 Core banking system end user course**, Alqasemi Bank, **Aug 2023**
- **Introduction to Git and GitHub**, Ma'aref Platform, **Aug 2022**
- **Business Analysis course(online)**, Ma'aref Platform, **Jun 2022**
- **Software Testing course(online)**, Ma'aref Platform, **Jun 2022**
- **System Analysis course(online)**, Ma'aref Platform, **Jun 2022**
- **Agile course(online)**, Udemy Platform, **Jun 2022**
- **Creating websites with WordPress (online)**, Ma'aref Platform, **Feb 2022**
- **Software Engineering Principles (online)**, Edx Platform, **Aug 2021**
- **IT for Business Success (online)**, HP Platform, **Mar 2021**

Key SKILLS

Business Analysis & Documentation

- Requirements Gathering (Business, Functional, Non-Functional)
- BRD, FRD, SRS, Use Cases, User Stories
- Requirement Traceability Matrix (RTM)
- Gap Analysis & Process Improvement
- Business Process Modeling (UML, BPMN)

Digital & Technical Expertise

- Digital Platforms & Fintech Systems (E-Wallet, ERP)
- System Integration & Service Workflows
- API & System Interaction Understanding
- IT Systems Architecture (Functional Level)

Stakeholder & Delivery

- Stakeholder Management & Workshop Facilitation
- Bilingual Communication (Arabic / English)
- UAT Planning & Execution Support
- Product Ownership

- Agile, Waterfall & Hybrid Methodologies

Tools

- MS Visio, Draw.io, Lucidchart
- Jira, Trello, Azure DevOps
- Figma (Wireframing)

Digital Transformation & Analysis Expertise

- Digital Platform Analysis (E-Wallet, ERP Systems)
- Business Process Re-engineering
- Service Workflow Design
- System Integration Analysis
- Stakeholder Engagement in Multi-Party Environments
- Change Request Analysis & Impact Assessment

Languages

- **Arabic** : Native
- **English** : Professional Proficiency