ZAID OMAR
Business Analyst

Proactive IT Business Analyst with a solid background in IT operations, project management, and web development. Proven track record of analyzing business requirements, optimizing IT processes, and implementing technology solutions to drive organizational efficiency. Adept at collaborating with stakeholders to deliver data-driven insights and support strategic decision-making.

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WORK EXPERIENCE

System Development Specialist 10/2023 – Present
Ministry of Digital Economy & Entrepreneurship – AMMAN, JO

- **Business & System Analysis:** Identified inefficiencies in IT operations and business processes at Government Service Centers. Documented business requirements and system specifications.
- **Robotic Process Automation (RPA)**: Implemented RPA solutions, reducing manual tasks by 30% and saving 500 staff hours monthly.
- **Google Analytics Integration:** Integrated Google Analytics with Government E-services, increasing user engagement by 25% and improving service completion rates by 15%.
- **Project Management**: Managed IT infrastructure projects, ensuring on time and on budget delivery.
- **Customer Journey Improvement**: Improved user experience for Government E-services, reducing complaints by 40% and increasing satisfaction by 35%.
- **Unified Citizen Platform:** Developed documentation and proposals for the "بخدمتكم" application, connecting citizens with over 100 Government Entities.
- **Stakeholder Engagement:** Coordinated with government officials and technical teams, providing regular updates to senior management.

Web Developer (Full Stack Developer) 01/2023 - 10/2023
Petra Marketing Solution – AMMAN, JO

- **Website Development:** Developed and launched 10+ responsive websites using HTML, CSS, Bootstrap, WordPress, Shopify, Wix, and JavaScript, increasing client website traffic by 20%.
- **User Experience Improvement:** Improved user engagement by converting mockups into functional web pages with HTML, JavaScript, AJAX, and JSON.
- **Custom Solutions:** Implemented custom WordPress sites, themes, and plugins, increasing site functionality by 25%.
- **Client Collaboration:** Worked closely with clients to address site issues, achieving a 95% client satisfaction rate.
- **Performance Optimization:** Optimized website performance, improving speed, security, and SEO.

EDUCATION

Bachelor's in Mobile Computing, Amman Arab University, JO (2023)

GPA: 3.2 / 4.0

Relevant Coursework: Advanced Data Structures, Algorithms, Software Development, Database Management, Business Analyst

CERTIFICATES

Professional Scrum Master™ I

DroidCon – Amman

Advanced Data Structures & Algorithms

HARD SKILLS

Business Analysis & Project Management:

Business Analysis

Requirements Gathering

Process Improvement

Project Planning and Scheduling

Risk Management

Technical Skills:

Software Development Methodologies

IT Infrastructure

Data Analysis and Reporting

RPA Implementation

Google Analytics Integration

Soft Skills:

Data-Driven Decision Making

Problem Solving

Communication

Stakeholder Management

LANGUAES

Arabic: Native language

English: Advanced