Omar Gawad

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Military Status: Completed (Jan 2013 – March 2014)

Professional Summary

A highly productive consultant who Bridges the gap between the strategy and implementation and between business and technical worlds for 30+ clients contributes to better business results, and guarantees client satisfaction.

Summary of Qualifications

Certifications | Badges

- Certified Digital Transformation Officer
- TOGAF
- CBA
- CBAP
- Credly

Awards

- Selected as one of the Most Valuable Employees in 2022 at e-finance.
- Awarded a letter of appreciation from e-finance chairman and e-health CEO for going the extra mile.
- I was honored by IBM's CIC Executive Partner and Sector Leader for my commitment to client success.
- I was recognized as a key contributor to IBM in 2020.
- Throughout a five-year journey with IBM, I earned two promotions for contributions to helping more than four strategic clients in the region with digital transformation initiatives.
- I received IBM's top learner badge four years in a row.
- I obtained one promotion throughout the three-year journey with Link Development after improving the business operations of more than five significant regional clients.

Professional Experience

Manager – Advisory, Technology Transformation

KPMG, Riyadh   **May 2025 – Present**

Key Projects: Ministry of Human Resources and Social Development, ZAKAT, Tax and Customs Authority.

- Responsible for one or more client engagements or components of large-scale engagements of moderate complexity.
- Providing technical knowledge, coaching, and training to junior team members and ensuring effective engagement.
- Involved in key business activities, i.e., proposal development, anticipate work scope and requirements, facilitate discussions with clients, and initiate actions to engage with clients.

Volunteer – Financial Services Reference Model Team Member

Business Architecture Guild, Remote   **September 2024 – Present**

- Collaborate with business architecture professionals worldwide to update the Financial Services Reference Model (FSRM), ensuring alignment with the Business Architecture Guild principles.
- Contribute to enhancing core components, including capability mapping, value streams, and information concepts to support the evolving needs of the financial services sector.
- Provide input and validation for reference model updates, ensuring practical relevance and industry best practices.
- Support knowledge-sharing efforts to improve adoption and understanding of FSRM among the business architecture community.

Senior Business Architect

devoteam, Riyadh   **August 2023 – May 2025**

Key Projects: MATARAT Holding, Saudi Tourism Development Fund.

- Analyzed and studied similar cases, benchmarking, and identifying references regarding business structure within the organization.
- Participated in preparing digital strategies and roadmaps.
- Captured and updated the organization's current business architecture then developing and updating the organization's target business architecture.
- Participated in setting-up enterprise architecture office through preparing all the business architecture artifacts.
- Identified the business-related projects and initiatives and contributing to building the transition plan.
- participated and reviewed the organization's IT-related RFPs.

Business Analysis Manager
Business Values Services "BVS- MEA", Cairo   **May 2023 – August 2023**

Key Projects: FABMisr Bank, Al-Baraka Bank Egypt.
- Developed and implemented strategies to improve business operations and achieve organizational goals.
- Led a cross-functional team in conducting research and analysis of solutions, business processes, and systems.
- Managed and prioritized multiple projects simultaneously while ensuring deliverables met business requirements and were delivered on time and within budget.
- Overseed the development of business requirements, process flows, use cases, and different business analysis artifacts.

Business Architecture and Proposition Manager
e-health, Cairo   **February 2022 – May 2023**

Key Projects: Egyptian Universal Health Insurance Authority (UHIA).
- Developed a thorough, inclusive business case that improved the business process and increased customer experience by 25%.
- Took the initiative in creating and implementing the organization's business architecture and standards, which Improved the cooperation between different teams and sister companies by around 30%.
- Align and balance long-term goals with urgent needs to promote more informed decision-making.

Business Analysis Team Lead, Pre-Sales, and Proposition Management
e-finance, Cairo   **July 2021 – May 2023**

Key Projects: Egyptian Ministry of Culture, Egyptian Ambulance Authority.
- Created architectural designs considering complex functional, technological, and business requirements, giving the client a full range of business solutions and assisting with the demands of digital transformation.
- Implemented in-depth consultation to help 20+ clients choose and design business solutions to maximize revenue in 2022 through requirement analysis and understanding the current state.
- Managing stakeholders from different departments, vendors, and organizations to ensure that all parties clearly understand the business, eliminating any potential for misunderstanding.

Certifications VP
IIBA Egypt Chapter   **January 2021 – January 2022**

Key Projects: Business Analysis Awareness Program in Arabic.
- I led 3 IIBA® certification Study Groups, each including an average of 8 BAs introducing the business analysis framework and agile methodologies.
- Offered chances for members and participants of the Chapter and business communities to become IIBA® certified.
- Advised more than 30 business analysts in the quest for qualification as professionals.

Business Solutions Consultant - Public Sector
IBM, Cairo CIC   **January 2020 – July 2021**

Key Projects: General Authority of Free Zones and Investment (GAFI) in Egypt.
- I managed a project using established consulting know-how to digitize and integrate 60+ services across 12 entities, creating a singular 360-degree client experience following SDLC methodology.
- Introduced an integrated perspective of the enterprise using techniques available and standardized by the industry—increased client business results in the Ease of Doing Business Global Rank by six positions in 2019.
- I Guided the professional development of 25 practitioners in business analysis, digital transformation, and proposition management.

Technology VP
IIBA Egypt Chapter   **July 2019 – January 2021**

Key Projects: Revamp IIBA Egypt Chapter Website.
- Examined the needs of the chapter's businesses and submitted suggestions that enhanced website user experience.
- Proposed ideas to improve the interaction rate and the outreach of the chapter.

Business Analyst | Data Analyst
IBM, Cairo CIC   **March 2018 – July 2021**

Key Projects: Ministry of Interior, Egypt, TAMM Abu Dhabi.
- Investigated using the data to satisfy the client's needs by analyzing the data sources for more than 16 entities.
- Owned a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication among eight departments and reduced paperwork by 75%.
- Introduced an innovative methodology to provide management with visibility on implementation and to handle support tickets, eliminating repetitions by 80% and providing a transparent view of the project status.
- Assured that the end-to-end delivery life cycle of the requirements, products, and solutions met the client's expectations.

Package Solution Consultant | Functional Analyst

IBM, Cairo CIC   **January 2017 – March 2018**

Key Projects: Dubai Health Authority.

- Leveraged comprehensive consulting expertise and facilitated the installation of Microsoft Dynamics CRM/365, which gave the client a 360-degree view of the patient data and supported the decision-making process.
- Monitored the project's development by keeping track of activity, fixing issues, and making recommendations.
- Maintained that the team's output was applied according to the right approach and framework, which increased client satisfaction.

Business Application Consultant | Functional Analyst

Link Development, Cairo   **January 2016 – January 2017**

Key Projects: Saudi Ministry of Labor and Social Development.

- Facilitated the selection and implementation of MS Dynamics 365 solutions using in-depth consulting, business analysis, and business knowledge that helped achieve client-expected business results for eight clients.
- Initiated an architecture strategy in collaboration with IT and business partners, which enhanced the quality of the artifacts by 50%.
- Managed 10+ pre-sales activities and technical proposals that delivered high-value business solutions to client challenges.

Business Application Specialist | Functional Analyst

Link Development, Cairo   **February 2014 – January 2016**

Key Projects: Ministry of Education, Oman.

- I enabled six clients to implement MS Dynamics 365 solutions by applying knowledge of the solutions and business analysis to help achieve the desired business objectives.
- Facilitated 12+ pre-sales activities, including developing and presenting demos, assembling presentations, and putting together bids.

Education

- Bachelor's Degree, Faculty of Commerce and BA, Business Information Systems Major, Helwan University, Cairo. Graduated in 2012

Skills

Language Skills

- Fluent English is spoken and written.
- Fluent Arabic is spoken and written.

Underlying Competencies

- Proven expertise in business architecture, business analysis, digital transformation and consultation.
- Proficient communication abilities in both verbal and nonverbal communication.
- Excellent data analysis abilities.
- The capacity to collaborate in a team setting.
- Capacity to collaborate with individuals at different organizational levels.