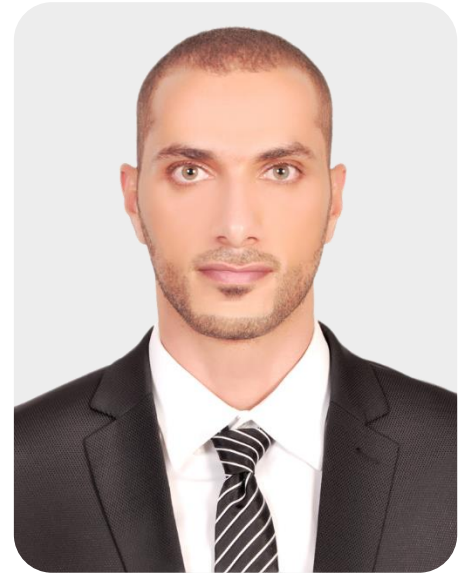




IHAB ALBAHNASWAI

Business Systems Administrator,
CRM Systems & IT Applications



PERSONAL DETAILS

Phone: +49 178 2844840
Email: ihab.wj@gmail.com
Valid Residency: Frankfurt am Main, Germany
Germany Work Permit: Yes
Flexible to Relocate Yes
Date of Birth: 26.11.1986
Nationality Palestinian

WORK EXPERIENCE

July-2017 **CRM/Business Systems Administrator**
To Dec-2021 IT Department

Jun-2012 **Customer Technical Service - Team Manager**
to July-2017 Service Group Department

MAIN IT/CRM PROJECTS

July-2021 **Implementing a New Customer Communication Journeys**
Push a payment notifications and reminders through TV Force Messages, TV Mails and SMS.

Dec-2017 to April-2021 **VAT (Value Added TAX) Implementation**
A new VAT rules implementation in 6 GCC countries.

Aug-2020 to Oct-2020 **Business Simplification**
Restructure all software products and implement a new customer Journey.

Jun-2018 to Aug-2019 **Packages Upgrade and Price Increase**
A yearly force upgrade project for customers' packages.

Mar-2018 **Netflix Integration**
Introduce Netflix as Add-on service.



Dubai-UAE

www.osn.com

<https://myosn.osn.com/>

<https://stream.osn.com/en>

MAIN SERVICE GROUP PROJECTS

Jan-2017	Dialer Project An outbound call system based on segmentation for a better customer experience.
Jan-2016	New CRM System & UI A migration to a new core system & user interface
Aug-2014	New IVR Setup A unique customer experience through IVR System

Duties and Responsibilities:

- Resolve the daily Business systems techno-functional incidents raised in ServiceDesk and Jira by the service group, sales, marketing, Supply Chain, Finance and any impact on revenue and work on fixing the root cause by applying the needed changes in system configuration module or by direct updates in Oracle Database.
- Understand the business requirements by identifying the CRM systems changes and coordinate with Developers and other stakeholders accordingly.
- Identify the CRM systems risks, work on data cleansing and reconciliations.
- Create and maintain automated background processes by developing Oracle SQL jobs & System queries and apply a recurring based monitoring and maintaining.
- Handle user accesses, Roles, permissions and security in Business Systems.
- Develop and configure activities of the new changes in the CRM system configuration module, B2B, B2C as well as all the related changes of the IT applications' databases according to the BRDs and the CRs raised by business.
- Configure customer Campaigns/Offer based on business requirements.
- Manage and apply direct updates and manipulating the customers' data once requested.
- Maintain and run the Billing and Collection applications and provide support once required.
- Maintain customer billing communications via the systems' channels based on provided segmentation by the management team.
- Perform a regression or smoke tests on the new CRM system/application changes prior the hand over to QA & UAT teams.
- Support business analysts, QA and UAT teams by identifying and resolving system problems, as well as discuss new projects' launching plans and the consequences of the system's changes.
- Ensure that all Change Requests and configurations are completed ahead of the deadlines.
- Effective communication with all stakeholders with respect to various projects; configuration changes and the completed or pending tasks.
- Prepare the weekly team achievement reports to the IT management.
- Assist in leading the CRM team and provide the required support to the team and to the upper management.

EDUCATION

2005 - 2007 **Diploma in information system** International College of Law, Business Administration and Technology Ajman-UAE

SKILLS AND KNOWLEDGE

- Self-learning
- Leadership
- Team player
- Time management
- Project management
- Professional Communications
- Technical and analysis
- Training and observation
- Attention to details
- Get done attitude
- Ability to adapt
- Basic HTML Knowledge
- MS Excel and MS Power PI Reports
- Knowledge of Toad for Oracle DB and MS SQL Server
- Salesforce Admin - course Knowledge (Preparing to be Certified)

OTHERS

Languages: Arabic – Native
English - Fluent
German - Poor (A1)

Hobbies: Fitness Sports
Overlanding Adventures