



**Satti Hassan Ismail Makki**  
Business Analyst

Through more than seven years of work, I gained a lot of skills in the field of work automation and systems analysis, as well as in other fields such as education in universities, e-learning and knowledge management, and I rose in the career ladder starting from the laboratory technician and then systems analyst in the private sector until working in self-employment to lead Business, and now I have an exceptional and superior ability to manage all work teams of different types and manage more than one project at one time, and I have sufficient experience, skill and ability in business analysis and to lead the work towards the best. I also have exceptional skills in developing and computerizing work and building systems Strong increases and multiplies the efficiency of work and those skills are the most mastered.

## Contact Info

	249900497071
	satti_hassan@yahoo.com
	Khartoum
	Sudan
	Sudanese

## Skills

Job Automation	Expert
SDLC	Expert
Databases Analysis and design	Expert
UML	Advanced
Infographic and Presentations	Expert
Education	Expert
SRS,BRD	Expert
System Workflows diagrams	Advanced

## Experience

05/2022 - Current

### Empire Technology Business Analyst

Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements  
Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow  
Translate highly technical specifications into clear non-technical requirements  
Manage the set-up and configuration of systems  
Define and coordinate the execution of testing procedures, and develop test cases to serve the overall quality assurance process  
Provide documentation of all processes and training as needed  
Develop and implement maintenance procedures, monitor systems health, gather system statistics, and troubleshoot reported errors and alarms  
Perform design, implementation, and upgrades of information systems to meet the business and user needs  
Implement best practices for scalability, supportability, ease of maintenance, and system performance

04/2020 - 06/2021

### AutomationX Systems Analyst

Work with line of business and developers to implement scheduled tasks during each development cycle according to (Software Development Life Cycle). Maintain expert knowledge of all particular computer applications and working knowledge of all other applications running in the same environment Maintain business expertise and process knowledge of direct and associated clients in order to add value in the analysis of complex and highly integrated projects.

01/2017 - 01/2020

### Free Lancer Systems Analyst

Work with line of business and developers to implement scheduled tasks during each development cycle according to (Software Development Life Cycle). Maintain expert knowledge of all particular computer applications and working knowledge of all other applications running in the same environment Maintain business expertise and process knowledge of direct and associated clients in order to add value in the analysis of complex and highly integrated projects.

12/2014 - 12/2016

### I and S Group Business Anlayst

Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements  
Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow  
Translate highly technical specifications into clear non-technical requirements  
Manage the set-up and configuration of systems  
Define and coordinate the execution of testing procedures, and develop test cases to serve the overall quality assurance process  
Provide documentation of all processes and training as needed  
Develop and implement maintenance procedures, monitor systems health, gather system statistics, and troubleshoot reported errors and alarms  
Perform design, implementation, and upgrades of information systems to meet the business and user needs  
Implement best practices for scalability, supportability, ease of maintenance, and system performance

## Education

12/2018

### AI Neelain University Master - Information Systemns

06/2013

### Omdurman Islamic University Bachelor - Information Systems

## Languages

Arabic	Native
English	Advanced

## Links

linkedin	sattihassan <a href="#">↗</a>
----------	-------------------------------

## Courses

02/2016

### Project Management Exempler Institute

05/2014

### Database Applications Aptech Institute

11/2014

### Database Administration Aptech Institute

08/2016

### ITIL <https://www.cybrary.it/>

08/2014

### IT Trainee Corinthian Hotels

Daily Basis IT Operation " Printer, Fax, Computer and Photocopier, etc" Maintenance .

- Monthly Check list for all computers and Servers.

- Hospitality system:

" Opera, Micros, Material control, Sun, CMMS and Oasys, Vingcard, TMS, Tiger TMS, CMMS...etc."

- Systems help desk Operation & Maintenance .

- Audio Visual System - Installation , Operation & Maintenance .( Setup the translation system , Sound system and Projectors , Video Conference ...etc.).

- LAN Network - Installation , Operation & Maintenance .

12/2016

### Supply Chain Management Dal Food Industries

## Achievements

10/2013

### Lawyer Management System

The system enables the management of the law office by administrative staff and lawyers and the division of tasks between them, as well as the distribution of roles in each course of the assigned cases. The system enables the creation of electronic contracts for all purposes available in the office.

04/2020

### Meeting Management System

The meeting management system contains from the Meetings Department and the Committees Department. The Meetings Department creates meeting invitations by the secretary of the establishment and approves it by the meeting chair and approves it by the various members of the meeting (regular member and external member) and save the minutes of the meeting after approval and export the minutes by the authorized members.

The Committees section contains the management of committees and the distribution of stakeholders' powers to establish and manage each committee within the facility.

06/2020

### Task Management System

The task system within the facility creates tasks and assigns them to the specified employee with the possibility of dividing tasks among employees with high efficiency and following up on the implementation of tasks by the concerned department head.

09/2020

### Electronic platform for project management and services

The idea of the platform is to create a service request by the beneficiary, implement it by the service provider, and pay the service provider and the percentage determined for the platform through the available electronic payment tools.

Service requests are in the form of projects and are divided into a group of services that can be followed up and supervised by the beneficiary.

01/2021

## Delivery order management system

The delivery system connects travelers to a specific destination with individual delivery seekers with the possibility of paying the delivery value

10/2016

## Medical supplies store management system

Supplying medical supplies items according to the sold stock and according to the total value of the item over the course of the financial year of the facility. Assisting the administration in making decisions regarding the distribution ratios of the existing elements to the markets and targeting the new ones.

## References

al3a8eb@gmail.com - +966536944537

## Mohammed Khalid Alagib

omermohamed1909@gmail.com - +966-503078069

## Omer Al siddig

mohamedsak@hotmail.com - 00249123765053

## Mohammed Adil