

ADEL BADRAH

BUSINESS ANALYST | ASSOCIATE CONSULTANT | DIGITAL TRANSFORMATION

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PROFESSIONAL SUMMARY

Business Analyst and Associate Consultant with a Computer & Communications Engineering background and 3+ years of experience spanning requirements analysis, process improvement, stakeholder engagement, client solution development, enterprise proposals, and hands-on IT infrastructure operations. Led the analysis and development of a complex technical proposal for Aramco Digital, translating RFP requirements, SLAs, KPIs, governance, compliance, and operational risks into a structured workforce outsourcing solution. IBM-certified in Business Analysis and Management Consulting, combining client-facing business judgment with practical knowledge of servers, networks, systems, Excel, and Power BI.

PROFESSIONAL PORTFOLIO

[View My Portfolio — Click Here](#)

Explore selected case studies, project contributions, and business analysis skills.

CORE BUSINESS ANALYSIS & CONSULTING CAPABILITIES

Business Analysis: Requirements Elicitation & Analysis, BRD, Functional & Non-Functional Requirements, User Stories, Acceptance Criteria, Use Cases, Requirements Traceability

Process & Transformation: AS-IS/TO-BE Analysis, BPMN, Process Mapping, Gap Analysis, Root-Cause Analysis, Process Improvement, Change Impact Analysis

Consulting & Delivery: Structured Problem Solving, Stakeholder Workshops, RFP Analysis, Risk Analysis, Operating Models, KPI/SLA Definition, Executive Presentations

Methods & Tools: Microsoft Excel, Power BI, Microsoft Visio, Agile Methodology

Technology Foundation: Windows Server, Active Directory, DNS, DHCP, Virtualization, Network Infrastructure, Firewalls

PROFESSIONAL EXPERIENCE

Associate Consultant - Business Solutions & Workforce Outsourcing | Kafaat Recruitment

Al Khobar, Saudi Arabia | Oct 2025 - Present

- Conduct stakeholder discussions to understand client business challenges, workforce needs, service expectations, and operational constraints.
- Analyze business and functional requirements and translate them into tailored outsourcing solutions, service scopes, proposal content, and delivery requirements.
- Map and coordinate the end-to-end outsourcing lifecycle across client qualification, contracting, recruitment, employee onboarding, mobilization, and account handover.
- Identify process gaps, operational dependencies, delivery risks, and improvement opportunities across client acquisition and service implementation.
- Translate client job descriptions and operational needs into structured candidate requirements, sourcing criteria, and delivery assumptions.
- Coordinate cross-functional inputs from management, recruitment, HR operations, finance, and account management to validate requirements and complete client deliverables.

Key Project: Aramco Digital Vendor Qualification & Technical Proposal

- Lead Kafaat's vendor qualification and competitive tender engagement with Aramco Digital, from procurement outreach and supplier registration through stakeholder meetings and proposal development.
- Analyze complex RFP documents and supplier clarifications covering scope, SLAs, KPIs, governance, data protection, compliance, workforce delivery, and service obligations.
- Translate tender requirements into a structured technical proposal covering the delivery model, roles and responsibilities, escalation paths, reporting, controls, and performance measures.
- Assess contractual, operational, and commercial risks involving employee replacement, mobilization, statutory costs, liability exposure, and compliance dependencies.
- Participated in two stakeholder meetings and developed the technical submission for a competitive sourcing process involving 29 qualified suppliers.

System Administrator & IT Infrastructure Analyst | Al Faraby Medical Center

Dammam, Saudi Arabia | Mar 2023 - Jan 2025

- Engaged clinical and administrative users to identify system, connectivity, and access requirements and translate them into practical infrastructure solutions.
- Analyzed recurring network, server, and system incidents; performed root-cause analysis and implemented corrective actions to improve service reliability.
- Assessed the IT environment across servers, networks, switches, firewalls, endpoints, and domain services to identify operational, security, and availability gaps.
- Supported the implementation and validation of changes across Windows Server, Active Directory, DNS, DHCP, Group Policy, virtualization, and network services.
- Coordinated technical changes with affected users and departments, ensuring solutions addressed operational needs while minimizing service disruption.
- Documented configurations, incidents, resolutions, technical procedures, and infrastructure changes to improve support consistency and knowledge transfer.

CERTIFICATIONS

- IBM Business Analyst Professional Certificate - IBM, June 2026
- IBM Management Consultant Professional Certificate - IBM, June 2026
- CompTIA IT Fundamentals (ITF+) - CompTIA

EDUCATION

Bachelor of Computer & Communication Engineering - Ahlia University, Bahrain

2019 - 2023

PROFESSIONAL MEMBERSHIP & LANGUAGES

Membership: Saudi Council of Engineers

Languages: Arabic - Native | English - Working Proficiency