



Suneila Aboobaker

Pessoal

Nome
Suneila Aboobaker

Endereço
Portugal - Lisbon
Lisbon

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Email
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Nacionalidade
Portuguesa

Idiomas

English	C1
Portuguese	Nativo

Experiência profissional

Business Analyst mai 2024 - set 2024
Decathlon Portugal

- Analyzed data to understand processes KPI´s performance and proposed actions to boost process efficiency and productivity;
- Proposed and design technical and process solutions that meet business needs and objectives;
- Identified opportunities for processes improvement and contributed to ongoing optimization efforts.

Intelligent Automation Manager and Business Development jun 2023 - dez 2023
Ubiquity Technology

- Developed a growth strategy focused on financial gain and customer satisfaction;
- Conducted research to identify new markets and customer needs;
- Maintained a strong relationship with existing clients and create a good relationship with new ones.

Senior Business Analyst Consultant nov 2022 - mai 2023
ITSector

- Understood and analysed the needs from the Client (external) and proposed solutions in line with Company strategic solution and converted them into detailed requirements;
- Ensured the successful implementation of new features and changes on Credit Union system (mobile app and internet banking) by ensured timely and high quality sprint deliveries;
- Negotiated with the Client to align expectations and prioritized deliveries and ensured client satisfaction and project success;
- Acted as a bridge between the Client and the development team and facilitated clear and efficient communication to drive project progress.

Acting Head of Change and Performance/ Head of PMO / Tech Lead and Business Process Manager dez 2015 - abr 2022
Absa Bank Mozambique

- Leded the project managers and development team to organise, manage and deliver projects/process improvements;
- Set, deployed and demonstrated effective governance controls in line with Bank Group Policy;
- Managed supplier teams and created/maintained strong relationship;
- Managed team capacity and scheduled resources;
- Provided guidance to the team, supported and unblocked potential project dependencies/constraints/risks;
- Represented the Department and provided regular project status updates to senior management;
- Used Lean Six Sigma tools and techniques to analyze existing processes, identify existing and potential issues as inconsistencies, redundancies or inefficiencies in various department and recommend the best solution;
- Worked closely with stakeholders (product owners, senior leaders, Exco members) to address the opportunities for improvement and recommended new ways of operating model more efficient and effective;
- Applied process improvement and reengineering methodologies and principles to improve processes productivity, reduce costs and generate revenue;
- Ensured that all projects and new systems or enhancement were delivered in time, with quality, in scope and within the agreed budget;
- Monitored and evaluated the effectiveness of implemented process changes, measuring KPI and make all necessary adjustments for continuous improvement;
- Promoted continuous improvement mindset in the Company;
- Ensured effective communication with all key stakeholders, managed budgets and leaded all the Change team.

Process Analyst abr 2010 - nov 2015

BCI Bank - Banco Comercial e de Investimento (CGD major shareholder)

Analyzed and drafted current business process and proposed TO BE (improved) process;

Responsible for all Bank processes, policies, procedures, standards and guidelines repository;

Responsible for maintain organised record of all repository documents and up to date;

Formação e Qualificações

Certification in Financial Management

2019 - 2019

University of Illinois

Certification in Business Strategy

2019 - 2019

University of Virginia

Scrum Master

2017 - 2017

Think Agile

Prince2 Practitioner

2019 - 2019

Simplilearn

Prince2 Foundation

2017 - 2018

Simplilearn

Master in Business Process Management

mar 2011 - mar 2013

Universidade Santa Cruz do Sul, Brazil

Bachelor Degree in Business Management

jan 2005 - 2010

Instituto Superior de Ciências e Tecnologias de Moçambique (ISCTEM), Mozambique