Hayyan Mezher

Strategy & IT Business Consultant | Digital Transformation | Delivery Leadership

Dutch national | Based in the Netherlands, open to relocation to UAE / GCC / NZ | Notice period: 1 month.

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PROFESSIONAL SUMMARY

Functional consultant and business analyst with a software engineering background and over five years of combined experience in consulting and digital transformation in government and regulated environments. Focused on functional consulting, analysis, and project coordination: translating business objectives and regulation into practical IT solutions. Leads requirements and project activities across multiple projects, works in teams of up to 21 people and aligns business, technology, and management. Technical knowledge of architecture, integration and security bridges the gap to engineering teams. Fluent Arabic and Dutch with C1 English and cross-cultural experience across European and Arabic-speaking environments, including Aramco Europe.

CORE COMPETENCIES

Consulting & Strategy: Digital Transformation | Stakeholder Management | Workshop Facilitation | Negotiation | Change Impact Analysis | Decision Facilitation | Client Advisory

Delivery & Project Coordination: Scope, Dependency & Risk Management | Status Reporting | Conflict Resolution | Team Coaching | Agile, Scrum, Kanban

Business Analysis: Requirements Engineering | BRD / FRD / SRS | BPMN & UML | Gap & Process Analysis | User Stories & Acceptance Criteria

Technical Background: System Architecture & Integration | Zero Trust | ISO-aligned NFR Frameworks | EU Regulation (DAC) | SQL | Power BI (basic) | Generative AI, RAG | Python, Java, C#, Angular/TypeScript, PostgreSQL

Tools: Jira | Confluence | Azure DevOps | SharePoint | Microsoft Azure | AWS | Git | Postman

KEY ACHIEVEMENTS

- Led the business analysis phase of a full project (12 months, 30+ stakeholders from different domains) through to the go-ahead for development.
- Designed and prototyped a zero-trust system for a Dutch government agency; the design was accepted for development.
- Facilitated around 27 workshops at Netcompany: about 17 analysis workshops for requirements, five design workshops for the UX team and five workshops on a new way of working and functional completeness.
- Introduced UX / Tech / Business triangle meetings; by own estimate, 30–50% less time spent on functional and technical decisions.
- Delivered an AI workshop for Aramco Europe with 70+ international participants from Aramco branches worldwide, including Saudi-based employees, on practical AI use in analytical work.

PROFESSIONAL EXPERIENCE

IT Business Consultant | Netcompany *Mar 2025 – Present*

Digital transformation projects for Dutch government organisations, working closely with client, business, and technical teams.

- Lead the end-to-end requirements lifecycle across two concurrent projects: stakeholder workshops, BPMN / UML modelling, and formal BRD / FRD documentation.
- Led the business analysis phase of a full project over 12 months with 30+ stakeholders from different domains: delivered requirements, analysis and backlog, managed scope changes and reached the go-ahead for development.
- Dutch immigration authority: work on new applications and projects that improve the asylum process for all asylum seekers.
- Dutch probation service (Ministry of Justice): work on improving existing systems and building a shared system for all employees of the three institutions involved.
- Align three groups: the client's vision and functional goals with the development team, the architects in our team, and management on progress and scope.
- Coordinate project activities, monitor progress and delivery risks, and report status and required actions to stakeholders and management.
- Facilitate alignment between Product Owners, developers, and stakeholders throughout the sprint lifecycle, including retrospectives, decision-making and conflict resolution with client stakeholders on functionality and scope.
- Analyse process and change impact and translate requirements into actionable solution directions with engineering teams.
- Introduced improved ways of working, such as UX / Tech / Business triangle meetings, and coach two colleagues to strengthen collaboration.

- Contributed to positioning Netcompany with Aramco as a prospective client by introducing AI concepts and a potential AI solution.

Software Engineer – Enterprise Security Project | Visma-Connect (SureSync) *Mar 2024 – Mar 2025*

Secure enterprise applications in regulated environments, built on zero-trust principles.

- Designed and prototyped a zero-trust system for a Dutch government agency that was accepted for development, and designed scalable system architectures based on business requirements, integration patterns, and security principles.
- Researched new tax regulation, including the Directive on Administrative Cooperation (DAC): contacted the European Commission directly to obtain DAC data for an analysis for Visma, and translated the regulation into functional and non-functional requirements.
- Developed ISO-aligned frameworks covering performance, scalability, security, and availability, and established operational risk management guidelines; both were adopted by the team.
- Coordinated integration across multiple systems and structured communication between business and technical teams.

Software Engineer | Leiden University of Applied Sciences *May 2021 – Feb 2024*

- Leiden Centre for Applied Bioscience (LCAB): six-month project in the biomedical lab supporting a national DNA research programme; performed extensive data analysis in SQL.
- Built secure full-stack systems, APIs, and large-scale data-processing solutions (Python, Java, C#, Angular/TypeScript, PostgreSQL, Git, Postman) within Agile teams.

EDUCATION

- BSc Software Engineering (Informatics) — Leiden University of Applied Sciences
- Japanese Language Program (JLPT N3–N2) — Osaka Gakuin University

CERTIFICATIONS

- Professional Scrum Master I (PSM I) — Scrum.org
- Professional Scrum Product Owner I (PSPO I) — Scrum.org

LANGUAGES

Arabic — Fluent | Dutch — Fluent | English — Professional (C1) | Japanese — Intermediate (JLPT N3–N2)