RM Rawan Mohammed Alhammad

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Jubail Industrial City, Saudi Arabia

PROFESSIONAL SUMMARY

Certificated professional as Computer Science Specialist by SCE ,Working in health information technology support department with 3+ years, Able to contribute in workplace development through applying all my knowledge ,expertise and efforts. Enthusiastic of Data Analyst and Business Intelligence Analyst. Motivated to learn, grow and excel in the organization.

WORK HISTORY

HEALTH IT SERVICE DESK SPECIALIST   *06/2018 – CURRENT*
Royal commission for Jubail & Yanbu | Jubail Industrial City

- Provided support and solved the issue for 3000+ staff engaging in hospital and health clinics centers - Collaborate with the team to established ITSM project - Escalated major tickets to T2 or to T3 based on ITIL - Analyzed most technical issues and generated a tracking issue reports for that - Created operations, weekly, monthly dashboard and more related to health information technology department - Organized and prepared required documents for ISO 20,000-1 - Designed a best practice for reporting and analytics to enable the team to scale
- **Projects:**

Member of ITSM project.
Graduation project (Web based Enterprise Resource Planning)
E-procurement System.

CERTIFICATIONS

- IBM Data Science Practitioner |**May 2021**
- Enterprise Design Thinking Practitioner by IBM |**Mar 2021**
- Business Analytics ND |**Nov 2020**
- Data Analyst ND |**Feb 2020**
- ITIL Foundation Certificate in IT Service Management |**Apr 2019**
- ITIL V3 & V4 Foundation Training |**Apr 2019**
- Participated in Industrial Internet of things (IOT) Conference |**Dec 2018**

SKILLS

- Effective Communication
- Problem Solving
- Data Analysis
- Design Thanking
- Team Player
- Troubleshooting proficiency
- Technical issues analysis
- Knowledgeable in MS Office suite

LANGUAGES

Arabic: Native language
English: C1
Advanced

EDUCATION

Bachelor of IT
01/2016
Qassim University