

Safa Almahri

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Software engineering analyst with 4 years experience focused on Information Technology, IT Services Management and Software Support. Skilled in Software Developing Life Cycle (SDLC), Change Management and Project Management. ITIL Foundation certified.

PROFESSIONAL EXPERIENCE

ACCENTURE, Khobar, Saudi Arabia

Business & Integration Arch Analyst, 2014 – 2018

Worked with several major global clients in order to accomplish their needs for software solutions.

Key Accomplishments in Project Management:

- Team leader of the Salesforce support team: managed the team and distributed the tasks amongst the members, followed up with the team and verified that the solutions were provided.
- Checked the system capabilities by setting up test cases and testing the system.
- Managed the user acceptance testing before the training and go-live phases.
- Ensured that the system is working properly and that the deployment goes without errors.
- Gathered all the requirements for the new enhancements to the system by conducting meetings with the client.
- Ensured that the issues were taken care of and resolved, in case of issues raised by the users.
- Maintained an excellent business relationship and communication with the clients.
- Provided high quality support to the clients and helped them with their needs.

Key Accomplishments in Change Management:

- Responsible for providing the deliverables (Presentations, Simulations, end-user handbook) to the clients.
- Delivered a comprehensive and successful training to both the future trainers and end-users of the clients' systems.

SAUDI ARAMCO, Dhahran, Saudi Arabia

COOP Student, Summer 2013 (10 weeks)

- Worked for the Computer Operation Department, the Data Center Management Division, and the Problem and Change Management Group.
- Designed a web application utility for the assigned group.

EDUCATION

Imam Abdulrahman Bin Faisal University, Dammam, Saudi Arabia

Bachelor Degree in Computer Science, June 2014

- Second Honorary Degree, GPA: 4.41 / 5.00

QUALIFICATIONS

- **Software:** Salesforce.com, uPerform, Articulate, Microsoft Visio, Microsoft Office, MatLab, and Microsoft SQL server 2008.
- **Programming Languages:** C++, Java, JavaScript, HTML, C#, CSS, Visual Basic, and SQL.
- **Operating systems:** Microsoft Windows XP, 7 and 10 and Macintosh OS.
- Bilingual in English and Arabic

CERTIFICATIONS

ITIL Foundation Certificate in IT Service Management, 2015