

Hanan Al Habsi

Software Engineer · App & Data Specialist

Contact

Email: h3nanwork@gmail.com

Phone: +968 7908 6100

LinkedIn: linkedin.com/in/hanan-alhabsi-82a135247

Profile

Results-oriented Software & Data Specialist with proven track record designing, integrating and visualising data-driven solutions. Expert in Python, SQL, Power BI, Tableau, SharePoint and Jira with hands-on experience automating ETL pipelines, building APIs and delivering analytics dashboards for telecom and broadband enterprises. Thrives in Agile environments, excels at stakeholder engagement and continuously adopts emerging technologies to drive business value.

Education

Bachelor of Science in Computer Science — German University of Technology, Muscat, Oman (2023)

Graduation Project: “School Bus Tracking Application” — Android app supporting driver, school & parent roles.

Professional Experience

- **App Specialist** — Oman Broadband, Muscat (Oct 2024 – Jan 2025)
Key achievements:
 - Provided tier-2 application support (Adobe, ERP), maintaining 98 % SLA compliance.
 - Re-architected SharePoint Online site collections to align with modern information governance.
 - Built executive KPI dashboards in Power BI, cutting manual reporting hours by 70%.
 - Developed RESTful JIRA webhook integration with Python, enabling real-time cross-system updates.
 - Spearheaded Record Management System rollout, reducing document retrieval time by 40%.

Commercial & Technology Intern — Oman Broadband, Muscat (Dec 2023 – Aug 2024)

- Co-ordinated vendor change requests, ensuring zero unplanned downtime during integrations.

- Streamlined JIRA workflows and documented processes, shortening ticket cycle by 15%.
- Automated BSS & WFM data pipelines with Python scripts and REST APIs.
- Created Tableau & Power BI dashboards pulling from Oracle and SAP, improving insight delivery by 50%.

Network Operations Centre (NOC) Intern — Ooredoo, Muscat (Feb 2021 – May 2021)

- Troubleshoot IP core issues alongside Back-Office IP team using BMC ticketing.
- Conducted site surveys with the Field Maintenance Team across multiple regions.

Selected Projects

- Disease Prediction using Machine Learning — AI-powered symptom checker.
- GUmart Cashless Payment — Analysis of digital financial revolution.
- Level-Up Builders — Complete business plan for construction-tech start-up.
- Education Blockchain System — Hyperledger Fabric use-case exploration.
- Al Raha Mall Application — Comprehensive photo-type app design implementing UI/UX principles.
- Geographic Mapping for Underground Measurements — Drone-based pre-construction visualisation.
- Playing Cards Detection — Python & image processing.

Technical Skills

- Soft Skills: Stakeholder Management, Requirements Gathering, Analytical Thinking, Time Management
- Platforms: SharePoint Online, SAP ERP, PostgreSQL, MySQL, Hyperledger Fabric
- Cloud & DevOps: RESTful APIs, Docker, JIRA, Agile Scrum
- Data & Analytics: Power BI, Tableau, Excel Power Query, ETL, Data Modelling.
- Programming & Scripting: Python, SQL, C++, C#, JavaScript, React.

Courses & Certifications

- Advanced Data Visualization with Tableau
- Enterprise Systems & Introduction to SAP-ERP (Workshop)
- Unity & Electronic Game Design
- Business Systems Analysis — University of Minnesota (Coursera)
- Data Visualization & Dashboards with Excel, Cognos & Looker — IBM
- Power BI & Tableau (Udemy)
- Full-Stack Development Course
- Presentation Skills — Washington University
- Introduction to Research for Essay Writing — University of California, Irvine
- Entrepreneurship Course
- German Language Course (A1)

- IC3 Digital Literacy Certification — GUtech

Languages

- Arabic (native), English (fluent).