

BAYAN ALHARBI

PROFESSIONAL SUMMARY

Software Developer and Data Analyst with expertise in API integration and web technologies. Proficient in enhancing conversational flows, connecting to REST/JSON APIs, and conducting user acceptance testing. Experienced in managing releases with IT teams and familiar with Cognigy.AI and engagement platforms like Sprinklr. Committed to optimizing chatbot performance and delivering effective data-driven solutions.

WORK HISTORY

Software developer, 11/2024 to current

Bab international Corp - Riyadh

- Designed and optimized **API-based integrations**, ensuring seamless data exchange between systems.
- Built **interactive, conversational-style workflows** handling context and error paths to enhance customer experience.
- Conducted **UAT and release coordination with IT teams**, ensuring smooth deployments.
- Collaborated with designers and backend developers to deliver user-centric solutions aligned with business needs.
- Implemented innovative solutions for complex challenges, boosting process efficiency.

Data Analyst, 05/2023 to 12/2023

Medina Regional Municipality - Medina

- Analyzed and monitored large datasets, improving service delivery efficiency and decision-making.
- Developed **performance dashboards** (Power BI, Tableau) to track KPIs and support continuous improvement.
- Collaborated with IT teams to improve **data integration and system reliability**.

EDUCATION

Bachelor's degree, Computer science, 08/2018 to 08/2023

Medina

GPA: 4.8

Data+ Research Program, 05/2024 to 08/2024

Duke University - USA

Engaged in Duke University's esteemed Data+ research program, emphasizing interdisciplinary collaboration and data-driven problem-solving. Collaborated with a team to address real-world challenges, employing advanced data analysis techniques (such as Python, R, and

CONTACT

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SKILLS

- Chatbot integration skills
- Conversational flow design
- API integration and testing
- Customer engagement platforms
- Performance monitoring and iteration
- Software development and data
- Full stack development
- Responsive web design
- Data analysis and visualization
- Communication skills
- Team collaboration
- Problem-solving abilities
- Creative thinking

CERTIFICATIONS

- CDMP(DAMA International)
- Data Management Bootcamp (SDAIA)
- Computer Science Specialist (SCE)
- Google Data Analytics Professional Certificate
- IBM Data Science Professional Certificate

Tableau) for extensive data collection, cleaning, preprocessing, statistical analysis, and visualization.

Bioinformatics program, 09/2023 to 03/2024

KAUST Academy - Jeddah

The Bioinformatics Program combines biology, computer science, and statistics to analyze biological data, enabling the extraction of insights from large datasets and advancements in medical research and personalized medicine. It explores genomics, proteomics, and other biological information to understand complex processes and unravel intricacies of living systems.

Full Stack program, 09/2024 to 12/2024

Tuwaiq Academy - Riyadh, Riyadh Region

The Full Stack Developer program at Tuwaiq Academy emphasizes training in both front-end and back-end development, with a strong focus on the Django framework for Python. learn HTML, CSS, JavaScript, and database management, while engaging in hands-on projects that enhance their skills. The program also covers APIs, DevOps fundamentals, and soft skills, preparing graduates for diverse roles in the tech industry.
