

# Hatoon Alsaihati

Software Engineer

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## Summary

Software Engineer with a strong MIS background, experienced in full-stack development using PHP, .NET Core API, and SQL, focusing on creating automated solutions and WhatsApp chatbots to improve operations and user engagement.

## Education

Bachelor's degree in Management Information Systems

Jan 2019 - Mar 2023

Imam Abdulrahman bin Faisal University | GPA: 4.35 (Second Honorary Degree)

## Projects

ABYAN CAFM | Alansari Holding

Jan 2024 - Apr 2024

- Developed a facility management platform for Abyan Real Estate Services
- Delivered Key Features: User-friendly interface, separate portals for tenants and admins, maintenance request management, dashboard, SLA management, cost tracking, tenant feedback, and email notification
- Achieved a 40% increase in efficiency, a 30% boost in satisfaction, and 15% cost reduction

Coffee Part Job | Graduation Project

Jan 2022 - Nov 2022

- Developed a full-stack website for cafe owners and students using PHP, MySQL, and Apache
- Implemented features like sign-up/sign-in, account management, application form, and posts
- Administered data through phpMyAdmin for smooth database functionality

## Experience

Software Engineer | Alansari Holding

Jul 2024 - Present

- Managed cloud deployment of web apps and storage on Microsoft Azure
- Developed a bilingual Ramadan greeting card web page for generating branded company cards
- Managed internal digital asset deployment by hosting corporate backgrounds and enabling access for IT Ops
- Automated monthly CAFM email reports with Excel files of ended and expiring contracts by region/unit type
- Supported IT Ops during cyberattack; scanned devices and coordinated with 15+ branches
- Build a WhatsApp chatbot for Qanbar Ready Mix using Twilio and .NET Core API, integrating ERP and automating feedback after invoice payment to enhance customer engagement and service evaluation
- Automated the export of career and COOP form data to Excel
- Develop Bayan virtual assistant, a WhatsApp chatbot for Abyan Real Estate using ManyChat and .NET API
- Redesigned the career form UI to enhance user experience and align with branding
- Managed domain and SSL certificates to maintain secure website access
- Managed Azure virtual machines for hosting and operations
- Lead the ABYAN CAFM project, optimizing performance and enhancing efficiency

Application Developer | Tamheer | Alansari Holding

Dec 2023 - Jun 2024

- Developed career and COOP application forms, reducing application processing time by 50%
- Created MS Forms surveys to gather New Year's wishes and evaluate training programs
- Built two web-based Eid card generators, boosting engagement by 25%
- Provided IT support, ensuring smooth platform operations and data management

IT demand analyst activities | COOP | Aramco

Jun 2022 - Aug 2022

- Conducted usage scenario analysis, focusing on modifying existing applications
- Aligned solutions with evolving demands, including 21 applications, 2 hosting and computing systems, and 1 connectivity and communication solution
- Optimized demand analysis processes using the IT Demand Planning system

## Skills

- PHP, SQL, MySQL, Visual Basic, ASP.NET, C#, ASP.NET Core, Entity Framework, Azure
- HTML, CSS, JavaScript, Bootstrap
- Microsoft Access, Excel, Word, PowerPoint
- Power Apps, IIS, SharePoint Admin, Tableau
- API Development, REST APIs, Twilio, WhatsApp API, ManyChat, Automation Bot
- FTP, CI/CD, Git, Windows Task Scheduler

## Certificates

- Cybersecurity Awareness and Innovation | Coursera | Jul 2025
- Work Smarter, Not Harder: Time Management for Personal & Professional Productivity | Coursera | Jul 2024
- Business Case Development | Harvard ManageMentor | Aug 2022
- Introduction to programming using python | Edraak | Nov 2021
- Full Stack Developer Track | Udacity | Feb 2019