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
- 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 and automate the Bayan virtual assistant, a WhatsApp chatbot using ManyChat and .NET Core API
- Redesigned the career form UI to enhance user experience and align with branding
- 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
- HTML, CSS, JavaScript, Bootstrap
- Microsoft Access, Excel, Word, PowerPoint

- Power Apps, IIS, SharePoint Admin, Tableau
- FileZilla (FTP), CI/CD, Git
- API Development, REST APIs, Twilio, WhatsApp API, ManyChat, Automation Bot

Certificates

- 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