

Omar Rashed

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PROFESSIONAL EXPERIENCE

SEHA

Oct. 2023 – Present

Business Applications Analyst

Madinat Zayed, Al Dhafra

- Provide technical support for Oracle Fusion (HCM, SCM, FIN), Kronos, and SharePoint for over 1200 employees across 6 hospitals and 5 clinics.
- Ranked #1 in IT support ticket resolution across the Al Dhafra region, demonstrating high productivity and reliability under service-level expectations.
- Developed automated tools in Python (Selenium, Pandas) to streamline tasks such as cross-system data validation, saving 20+ hours weekly.
- Automated reconciliation of Oracle and Kronos leave and ePermission records using Python, achieving 99%+ accuracy and processing each entry in under one second in the background.

SEHA

Nov. 2022 – Oct. 2023

User Support Analyst

Madinat Zayed, Al Dhafra

- Delivered IT Support (L1) to Madinat Zayed Hospital, the largest hospital in Al Dhafra region. For example, system setup, software installation, and network troubleshooting.
- Developed automated programs using PowerShell to streamline daily tasks.

Abu Dhabi University

Nov 2021 – Aug 2022

Automation Developer

Abu Dhabi, UAE

- Providing and overseeing Business Support & Facilities Department automated online forms to be used by students, faculty, staff, and guests through a combination of the following Office 365 services:
 - Power Automate & Power Apps
 - Power BI & SharePoint
 - OneDrive & Forms

EDUCATION

Abu Dhabi University

July 2021

BS. Computer Engineering

Abu Dhabi, UAE

- cGPA: 3.32
- Capstone project: Self-driving robot with mask detection using machine learning.
- Internship: Beta Information Technology.

Certifications

- [Microsoft Certified: Azure Fundamentals – \(Score: 921/1000\)](#)
- [ADU Python Certification of Appreciation](#)
- [IELTS](#) (Overall score of 7.5)

SKILLS

Languages & Tools: Python (Pandas, Selenium, NumPy), PowerShell, JavaScript, SQL, Power Automate

Data & BI: Power BI, Excel (PivotTables, Power Query), SharePoint

Cloud & Systems: Microsoft Azure & Google Cloud, Oracle Fusion (HCM, FIN, SCM), Kronos

Web & Automation: HTML, CSS, Power Automate Desktop, Flask

Soft Skills: Problem Solving, Communication, Team Leadership, Adaptability