

Ghada Abdel Hameed

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Professional Summary

Oracle APEX Developer and Software Engineer with 18+ years of experience delivering enterprise applications and optimizing PL/SQL databases. Developed HR, Finance, Customer Service, and Security systems that improved operational efficiency by 35% and served 200+ employees. Led teams, automated workflows, and created interactive dashboards while mentoring junior developers.

Work Experience

Assistant General Manager – Systems Analysis & Design

Petrotrade (Petroleum Trading Services Co.)

Cairo, Egypt
Jan 2020 – Present

- Designed and delivered 5 enterprise Oracle APEX applications for HR and Customer Service, improving workflow efficiency by 35% and serving over 200 employees.
- Implemented the Security Visit Attendance System with multi-level approvals, cutting manual processing time by 40%.
- Automated Medical Administration reports, saving 25% of staff hours monthly.
- Developed dashboards tracking 15 key performance indicators, reducing report generation time by 30%.
- Optimized more than 50 PL/SQL procedures, enhancing database performance by 20%.
- Led analysis, design, and deployment for 4 cross-functional teams, accelerating delivery timelines by 15%.
- Mentored 6 junior developers, improving code quality and team productivity by 25%.
- Integrated SMS API notifications, improving communication speed and issue response time by 50%.

Technical Support Engineer

Petrotrade

Cairo, Egypt
Feb 2007 – Jan 2020

- Resolved multiple high-priority system issues weekly, increasing system reliability and Oracle database performance by 15%.
- Diagnosed and fixed database and application issues, reducing downtime by 25%.
- Supported over 100 end users with application functionality and troubleshooting.
- Collaborated with the development team to implement improvements that enhanced process efficiency by 20%.
- Conducted training sessions for new software rollouts, boosting user adoption by 30%.
- Documented recurring issues and solutions, building a shared knowledge base for 50+ staff members.

Technical Skills

- **Oracle Technologies:** Oracle APEX (v19.2), PL/SQL Development & Optimization, Oracle Database Administration (11g/12c), SQL Tuning, Oracle Forms & Reports
- **Programming Languages:** Java SE, Android Development (Java), Python for Data Analysis (Pandas, NumPy, Matplotlib)
- **Data Analysis & Reporting:** Interactive Dashboards, KPI Tracking, Advanced SQL Queries, Data Cleaning & Visualization
- **System Design & Development:** Full-stack Application Development, Business Process Automation, API Integration, Workflow Optimization
- **Tools & Platforms:** ORDS, Git, Jupyter Notebook, Power BI (Basic), Excel Advanced Functions

Soft Skills

- **Leadership:** Guided and mentored 6 junior developers, improving team productivity by 25%
- **Analytical Thinking:** Diagnosed complex database issues and optimized PL/SQL code to enhance performance by 20%
- **Problem-Solving:** Resolved recurring system errors, reducing downtime by 25%
- **Communication:** Collaborated effectively with cross-functional teams to deliver projects ahead of deadlines
- **Customer Support:** Assisted 100+ end users with application functionality and troubleshooting, achieving high satisfaction rates
- **Time Management:** Automated manual workflows, cutting reporting time by 25%
- **Adaptability:** Successfully implemented multiple new systems and APIs across departments with minimal disruption
- **Attention to Detail:** Ensured accuracy and consistency in system design, documentation, and testing
- **Collaboration:** Worked closely with stakeholders to align technical solutions with business needs

Education

- B.Sc. Mansoura University**, Computer and Control Systems Engineering 2001 – 2005
- Bachelor of Science in Engineering
 - Major: Computer and Control Systems

Certifications

- Data Analysis Professional – Machine fy Academy
- Oracle APEX Developer
- Java Android Developer – New Horizons
- Java SE Developer – New Horizons
- Oracle PL/SQL Programming
- Oracle SQL & PL/SQL Developer
- Oracle Forms & Reports Developer
- Huawei Big Data Engineer – Data Science & AI Track
- ICDL, PLC, Microcontroller, Computer Maintenance

Languages

- Arabic:** Native Proficiency
English: Professional Working Proficiency