

# FATIMAH A. ALRASHID

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@FatimahAlrashid

## EXPERIENCE Senior System Analyst | Nesma United Industries

May 2021 - Present

- Identified current inefficiencies and recommended changing functionality or behaviors to eliminate concerns
- Modified current systems and designed impressive solutions to overcome existing system challenges
- Designed Power BI dashboard providing real-time updates on system performance and KPI delivery
- Presented reports and research findings to C-level executives, enabling data-driven and strategic decisions
- Produced training and guidelines documentation, including process maps and best practices
- Automated data processing and migration using innovative tools to boost productivity
- Analysed and presented data using SQL and Tableau
- Applied knowledge of data modelling and statistical analysis to note trends and draw conclusions

## System Analyst | Nesma United Industries

Mar 2020 - Apr 2021

- Assessed processes, procedures and work practices for strengths and weaknesses
- Developed and implemented system testing plans in support of deployments
- Navigated multiple application-specific interfaces to carry out analysis
- Outlined needs to meet end user and company requirements

## IT Intern | Nesma United Industries

Oct 2019 - Feb 2020

- Answered user questions about software operation to help resolve problems
- Prepared equipment for staff use by installing operating systems, and software.
- Delivered reliable, high quality technical support to average of 50+ users daily.
- Used ManageEngine to track support tickets and document actions.

## EDUCATION

### Nanodegree of Business Analytics

Udacity - Misk Foundation  
2021-2022

### Bachelor of Science of Information Technology

Prince Mohammad bin Fahd University  
2010-2016

## PROGRAMMING LANGUAGES

## COURSES

## SOFT SKILLS

## LANGUAGES

- HTML5
- CSS
- C++
- JavaScript
- SQL

- ITIL 4 Foundation
- Cybersecurity
- SIX SIGMA
- Analyzing Data with Power BI

- Problem Solving
- Critical Thinking
- Leader Ship

- Arabic (Native)
- English (Advanced)