

# MARIAM J. AL DOSSARY

I am an analyst who is dedicated to performing high-quality evaluations and delivering accurate results. Aiming to grow professionally and apply my skills in a challenging position with a reputable organization.

## CONTACT

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(0966) 599961686

Saudi Arabia

## LANGUAGES

ARABIC - NATIVE

ENGLISH - FLUENT

## SKILLS

### SOFT SKILLS

- Strong communication and creative problem solving skills.
- Collaboration
- Adaptability
- Time Management
- Team Player
- Presentation and Public Speaking

### TECHNICAL SKILLS

- Structured Query Language (SQL)
- Programming In JAVA & C#
- Powerpoint Skills (Using powerpoint to create visualizations)
- Microsoft Excel Skills
- Knowledge in SAP

## EXPERIENCE

December, 2021 - Present

### ANALYST IV

Aramco - Saudi Arabia

- Deployed SQL and other dashboard/visualization tools, for business intelligence and analysis.
- Work with a team of professional analysts to collect, organize and interpret data.
- Built data visuals using excel for monitoring monthly KPIs
- cooperated with department leadership to translate their business & accomplishments into visuals & storylines using powerpoint to present to management
- Analyze business data to find inefficiencies
- Present detailed reports on quarterly progress data
- Created monthly reports using excel
- Created pivot tables for labor count

October, 2021 - December, 2021

### TECHNICAL SUPPORT SPECIALIST

Foodics - Saudi Arabia

- Identify, document, and find solutions for customer issues and product problems.
- Performed troubleshooting techniques over the phone, e-mail, or via chat to identify and resolve issues.
- Document help desk processes and troubleshooting procedures via SharePoint
- Was able to communicate technical issues and find solutions in the system.
- Prepared standard reports to track workload, response time and quality of input.

June, 2019 - August, 2019

### COOPERATIVE TRAINING PROGRAM [COOP]

Aramco - Saudi Arabia

- Worked on Validating Data for Historical Records.
- Did Analysis on the participants of the educational programs offered by Saudi Aramco.
- Created Info-graphs that present data and statistics about the participants in Saudi Aramco's educational programs.

## EDUCATION

September, 2015 - August, 2019

### BACHELOR'S OF SCIENCE IN MANAGEMENT

#### INFORMATION SYSTEMS

Prince Mohammad Bin Fahd University [PMU] -

Khobar, Saudi Arabia

GPA: 3.44 out of 4.00

## CERTIFICATES

On-going

### GOOGLE DATA ANALYTICS PROFESSIONAL

#### CERTIFICATE

Google Career Certificates by Coursera

November, 2021

### BASIC EXCEL

Leoron Institute

August, 2021

### DATABASE ADMINISTRATOR [ORACLE]

Ministry Of Communication and Information Technology

July, 2021