# Abdulrahman Omar Bafakih

Data Analytics | Information Systems | IT Technical Support

## Personal Information

- **Address:**
  Riyadh - Saudi Arabia

- **Mobile:** 0 5 5 4 9 7 1 2 5 0

- **E-mail:**
  cv1.abdulrahman@gmail.com

- **Date of Birth:** 17/02/1991

- **Marital Status:** Single

- **ID Type:** Transferable Iqama

- **Languages:** Arabic & English

## Key Skills

- **Leadership Skills**
- **Analytical Skills**
- **Problem Solving**
- **Communication Skills**

## Software Skills

- **ERP**
- **CISA**
- **Troubleshooting**

## Technical Certificates

## Experience

**Present - 2019/05**

**IT Business Analyst|** First for Information Technology – (FIT)
- Team leader between business team and developers.
- CRM system administration, troubleshooting and maintenance.
- IT projects coordinator, system analyst and design. For instance:
  Company master data restructure and redesign using Excel.
- Data Center management, year 2020 reduce operation cost by 65% from annual cost with more enhancement in security.

**2019/04 - 2018/05**

**IT Support Engineer|** Advanced Industrial Solution – (AIS)
**Technical Supports:**
- Represent the company at 3ed Saudi IoT 2019 conference.
- Provide the best IT solutions, and evaluate customer satisfactions.
- Key connect between customer and IT technical support engineers.
- System analyst and design. "Hotel coupon system" project for Meridien Makkah Hotel. The aim is to reduce risk of abusing hotel vouchers for previous years and save about 75% of coupons yearly waste.

**2016/05 - 2016/03**

**ERP & IT support |** Qassim Cement Company (Internship).
**ERP manufacturing system control / technical support:**
- PCs/laptop maintenance (hardware/software).
- ERP system using Oracle JD Edward for procurement module.
- Tracking order POs to get quotations from multiple suppliers.

**2016/02 - 2015/10**

**Data Analytic |** The Energy University (Project).
**Research project:**
- A survey on 425 students for academic research study.
- Filtering data using advanced analysis tools SPSS/Excel.

**2013/03 - 2013/02**

**IT Services |** Jazan Economic City (Volunteer).
- Data backup/ recovery.
- PC formatting and installing/upgrading OS.

## Education

**2017/10 - 2013/09**

**Bachelor of Information Technology.**
*The Energy University, Malaysia*
- Honored with major GPA 3.52 out of 4.
- Dean's list awarded for academic year 2015/2016.

**2012/06 - 2009/08**

**Diploma in Programming & Operation.**
*Jazan University, Saudi Arabia*
- 1st class honored with CGPA 4.75 out of 5.
- Ranked as 1st CGPA student for all college programs.

## Licenses and Certification

**2021 -**   Training Program of IT Audit and currently preparing for (CISA).
**2020 -**   Computer Science Specialist from Saudi Council of Engineers (SCE).
**2015 -**   Advance Computer Maintenance/Computer Networking (TVTC).

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