Abdullah Alhawsawi

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SUMMARY OF QUALIFICATIONS

Technical:

- **Analytics:** Big data mining tools and algorithm: Watson Analytics Professional and Weka

- **Database Management Systems:** implementation of database using Oracle PL/SQL, MySQL, Chronicles and MongoDB

- **Programming Languages**

    - **Client:** Java, JavaScript, HTML, CSS and Python

    - **Server:** PHP (Apache), Node.JS (Express)

- **Operating Systems:** Linux, Windows, Android

- **Project Management:** Agile and Scrum

- **Office Tools:** Microsoft Office: Word, Excel, PowerPoint, SharePoint

- **Communication: English technical writing and verbal communication**

Clinical:

- **EPIC EHR Certifications:** Cupid, Radiant, Bridges, Cadence and Grad Central (with Honors)

- **Protocols:** Health Level Seven International (HL7): purpose, functionality and messages structure

- **System Admin:** Patient Information Encounter Management (PIEM), Sunrise Clinical Manager (SCM), Identity Access Management(IAM), Lightweight Directory Access Protocol (LDAP

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EDUCATION

Bachelor of Computer Information Systems   2014- April. 2018
Mount Royal University   Calgary, Alberta, Canada
- Minor in Business

Studies in Computer Science and English   2011-2013
University of Guelph   Guelph, Ontario, Canada

Information Technology System Support   2008 - 2010
Jubail Industrial College   Saudi Arabia

WORK EXPERIENCE
IT Analyst
John Hopkins Aramco Healthcare (JHAH)   Sept 2019 – Present
- Projects
    - Revenue Cycle Management: Conversion from CPT to CCHI
    - Project Manager of PaceArt Cardiac Device Integration System
- Epic EHR system
    - Analyze system components and identify areas of improvements
    - Monitor Cupid interfaces queues and resolve errors in incoming/outgoing messages
    - Meet clinical users to identify and analyze system challenges
    - Build new system requirements and features to meet with end-user needs
    - Perform Epic cardiovascular system upgrade twice annually
    - Document cardiovascular system errors and develop resolutions process
    - Represent Epic Cupid team in interface and billing projects

IT Customer Support II
Alberta Health Services (Canada)   Sept 2017 – August 2019
- File Services:
    - End-User account analysis, modifications and terminations
    - Shared Drive administration (Creation, modification and termination)
    - Microsoft group policy management
    - Inbox monitoring/triaging
    - Documentation of File Services tasks and operations
    - VFire (e-Ticketing system)queues monitoring
    - Daily communication with stakeholders to ensure accuracy in provisioning access to clinical applications
    - Routine clean-ups to large and unstructured care providers' tables: Used

programming skills to perform updates for individual care provider accounts

Network Technician   2010 – 2011
Royal Commission (Jubail Industrial City)
- Worked within a small team (2 people) to build a network infrastructure in a new site and successfully connected over 100 computers to the network
- Tested all devices to maintain the quality of the connection
- Broke down computer terms into simple terms for end-user to understand the problem/solution
- Monitored network related tickets in Remedy (ticketing software)
- Performed ongoing maintenance to network incidents

AWARDS
2020 and 2021 Letter of Appreciation: Johns Hopkins Aramco Healthcare

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ADDITIONAL COURSES
- Project Management Essentials
- 7 Habits of Highly Effective People
- Cybersecurity Awareness
- Person Centered compassion Training

PROJECTS/WORKS
Work
  JHAH:
- PaceArt Cardiac Device Integration
- MUSE NX (Third party clinical system) Integration with Epic
- ISCV Multi-Modality Cardiology Image Management System Integration with Epic
- Safety Champion
  AHS:
- Provider tables configuration, terminations and modifications

University:
- Web development project (Web services)
- Robotics project
    - Speed Daemon: Python software that logs automotive information

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- http://www.instructables.com/id/SpeedDaemon-0-to-60-Vehicle-Timer/