

BAYAN AL-HARTHI

Dammam, Saudi Arabia • +966560866970 • bayan.s.alahrthi@gmail.com

ACHIEVEMENTS

- Ambassador of the collage of Applied Studies and ".Community Service. - Participation in the graduation project of the forum of MIS.
- Participation in scientific conferences.
- Participation in the exhibition TEDX.
- Participation in the forum of the third profession.
- Participation in activities and student clubs.
- Participate in many activities inside and outside the university.

SKILLS

- Mastering Troubleshooting
- Assessing customer support needs
- Analysis of technical issues
- Excellent skills and knowledge in computer applications.
- Work under pressure.
- Fast learner.
- Multitasking.
- Problem Solving
- Flexibility
- Communication Skills
- Administrative Skills

I am always looking for a new challenges & motivation, which may have the positive impact to my career experience and self-development. I believe that there is no limit in learning and developing self-skills, performance and behaviors.

EDUCATION

- Bachelor of Management Information System, 06/2016
Imam Abdurrahman bin Faisal University
- English language & Translation Diploma, 2021 **to** Current
Saudi Electronic University

HONORED & CERTIFICATE:

- Patent certificate for crowd guiding method system

US 10,281,889 · Issued May 7, 2019 – United States Patent and Trademark office

- Honored by Prince Saud bin Naif, Aramco Manger and Imam Abdurrahman bin Faisal University Manger for made an invention aimed at managing crowd "Smart Organizer"

WORK EXPERIENCE

IT Support, 09/2018 **to** Current
Mohammed Dossary Hospital

- Systems analysis
- Systems design
- Administration on the hospital system Wipro HIS
- Training university students on how to use the hospital system in various departments
- Analysis and design of the mobile
- Provide technical support to users by troubleshooting problems, and maintaining workstations, computer systems, hardware, and software performance

COURSES:

- English course.
- Administrative tasks
- Developing emotional intelligence
- Professional Ethics
- Characteristics of the administrative person
- New media tools and applications

LANGUAGES

Arabic: Native language

English: B1
 Intermediate

- Respond to queries on the phone, via email, in person, or through remote access
- Improve system performance by identifying problems and recommending changes
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Recommends and installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems
- Assist the IT Manager in all aspects of IT support both in office and remotely
- Escalate required support issue to 2nd level IT support teams and suppliers, coordinate to resolve it with minimum business impact.
- Updated and improved web pages for relevancy and accuracy

TECHNICAL SUPPORT, 02/2018 to 05/2018

AB Holding Company

- Developed solutions for critical software issues, guiding customers through bug fixes and reactive maintenance.
- Communicated technical concepts to customers clearly by phone, email
- Leveraged available resources, knowledge and equipment to resolve customer requests.
- Troubleshooting and testing technical issues for our clients.
- Responsible for software updates and patch deployment for target customers.
- Provide timely, efficient support in accordance with IT Service Management policy and process.
- Troubleshoot hardware and software errors
- Training employees on how to use devices and software

BUSINESS ANALYSIS, 01/2016 to 04/2016

Imam Abdurrahman bin Faisal University

- Monitored system performance using recognized and agreed criteria.
- Consulted with users and management to formulate guiding principles.
- Modified current systems to enhance workflows and meet new needs.
- Developed and implemented system testing plans in support of deployments.
- Executed feasibility studies to inform development of existing and proposed projects.
- Conducted research into technology requirements of systems and potential technological integrations to improve performance.
- Designed impressive solutions to overcome existing system challenges.

- Prepared proposals outlining requirements, potential solutions and required resources, timelines and costs to achieve objectives.
- Identified current inefficiencies and recommended changing functionality or behaviors to eliminate concerns.
- Assessed processes, procedures and work practices for strengths and weaknesses.
- Outlined needs to meet end user requirements.
- Facilitated system expansion, modification and updates.
- Responsible for capturing detailed business requirements and documenting the process to be taken to improve existing application systems, including reporting options/dashboards.
- Conduct analysis of the existing systems, processes, and workflows of stakeholders; Translate stakeholder requirements into functional requirements.
- Work with stakeholders to resolve issues and improve existing system functionality.
- Work with the project manager to define project scope and requirements.
- contribution and coordination of project level analysis – producing required project analysis documentation (business and system requirements, scope matrix, use cases, sequence diagrams, future state proposals

Technical Support Specialist, 01/2015 to 01/2016
Imam Abdurrahman bin Faisal University

- Achieved high levels of customer satisfaction, closing trouble tickets
- Maximized service efficiencies, employing skills to establish patterns of reoccurring issues.
- Researched and implemented new backup technology, reducing unwanted data
- Worked closely with end-users to assess business requirements, support change and deliver high-quality customer experiences.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by Employees
- Provide updates to the customers on the progress and results of the troubleshooting.
- Compile and update accurate tracking for all IT assets across all offices