

MARYAM A. ALDHAMEN

Business Intelligence Manager at Dräger

Place of Birth: Dhahran
Phone numbers: (+966)
545277294
Email:
maryamdhamen6@gmail.com

EXPERTISE

Google Cloud Platform
Expert on creating/hosting domains & apps
Master on using Linux OS's terminal
Team leader (Headed front and back-end developers)
Projects management (Chemical and Oil & Gas sectors)
Dynamic CRM & Navision tools

EXPERIENCE

Draeger Arabia, Khobar, Saudi Arabia — Business Intelligence Manager February 2020 – Present

- Manage quality and consistency of data, train users, generate reports and work on data visualization by developing dashboards to support the management head and sales managers to track and analyze the sales and market or business size.
- Provide timely insights and analytical support to different internal business stakeholders (including sales, marketing and other departments) to support effective business decision-making
- Critically evaluate information from multiple sources and clearly indicate quality of final analysis.
- Develop and prepare Business Intelligence processes for safety division.
- Coordinate with IT department to implement new models
- Develop protocol on how to best filter and variance
- Create forecast report based on the achieved net sales and received orders vs sales target
- Create forecast report based on the sales expected order entry and customer delivery date versus the sales target
- Learning and fully understanding the data landscape in databases and applications
- Perform analysis on safety division processes and provide appropriate results
- Communicate complex data in comprehensible ways.
- Supervise and ensure efficient working of employees in safety division
- Perform assessment on all reporting requirements
- Manage all data and prepare effective reports
- Critically evaluating and screening data, plus profiling to identify any issues
- Searching, Filtering, and Sorting Data on Dynamic Navision 2017

Draeger Arabia, Khobar, Saudi Arabia — CRM Key User January 2019 – Present

- Ensuring the CRM system provides an effective sales funnel.
- Monitoring CRM data quality
- Implementing dashboards to represent charts with sales details
- Building & extracting reports as per the GM request
- Supporting on CRM data analysis
- Applying security rules to the CRM users
- Adding, deleting, and editing users on CRM
- Ensuring that the data in CRM system is correct.

SKILLS

Php, html, MySQL, C++, xml,
JavaScript, java, Linux,
phpMyAdmin, python, lamp
server, Wamp server,
command-line, SSH, PUTTY,
FTP, HOSTING SYSTEMS,
DOMAINS AND EMAILS,
MASKING IPs WITH DOMAIN
NAMES.

CERTIFICATES

CP100A: Google Cloud Platform
Fundamentals certificate

COURSERA: Agile Meets Design
Thinking

EDUCATION

Monmouth University, New Jersey, United States —

*Master's degree, Software
Engineering*

February 2013 - February 2015

Prince Mohammad Bin Fahd University, Khobar —

*Bachelor's degree, Computer
science*

September 2006 - September 2011

LANGUAGES

English, Arabic

- Working with the entire safety team; training people to ensure the CRM is understood by new and existing users; and helping the system to grow and evolve.
- Providing support and training for staff in CRM data entry and basic system management.
- Assessing various options for optimizing and customizing the CRM system to help the system grow and evolve.
- Supporting the team by building dashboards on CRM with views and charts for business tracking and monitoring.
- Attending regular CRM system meetings with support staff and various team (local/global) to review upcoming issues, items, and training

Draeger Arabia, Khobar, Saudi Arabia — *Internal Sales Representative*
April 2019 – February 2020

- Tracking all potential projects related to Oil & Gas, Petrochemical and Chemical industries.
- Identifying key projects
- Preparing current status reports on all projects so that status updates are provided in a weekly basis to the concerned teams.
- Supporting the sales internally via the following systems IIR, MEED, CRM, ERP, SAP Ariba sourcing, and SUS systems.
- Communicating with customers, making outbound calls to potential customers, and following up on leads.
- Understanding customers' needs and identifying sales opportunities.
- Answering potential customers' questions and sending additional information via email.

Draeger Arabia, Khobar, Saudi Arabia — *Safety Administrator*
April 2018 – April 2019

- Admin of CRM, SAP and SUS systems
- Admin of IIR and Ariba systems
- Manage RFx, POs and invoices in supplier portals
- Responsible of registration process with clients

Gulf cloud Corp, Dammam, Saudi Arabia — *System Analyst*
August 2015 – March 2017

Chairing Google cloud platform - Worked remotely with Google technical team in USA

- Developing and organizing cloud systems.
- Installing and customizing of OS and related software
- Installing the systems and phpMyAdmin in GCP
- GCP Storage Administration
- Backing up and Recovering of the mainframe systems
- Resolving system infrastructure issues
- Supporting the customers by recovering the systems and data during Disaster and data lost
- Responding to technical issues in a professional and timely manner.
- Offering guidance in infrastructure movement techniques including bulk application transfers into the cloud.
- Designing, building, or maintaining website and software application using HTML, JAVASCRIPT, PHP, MYSQL, and CSS
- Creating domains on GoDaddy and then transferring all domains to Google domains

General Motors Company, New Jersey, United States — *Cooperative student*

March 2013 – March 2014

The team was headed by Mrs. Maureen & Mrs. Alla and above all was prof. James McDonald, the team consisted of eight members.

- Implementing an Android application that serves a specific need in their factory. The app main concept: Sending notifications to the employees based on the machine's request.

(Mar 2013-Jun 2013) - The team worked on the documentations such as SRS, Software testing, use cases, ... etc.

(Aug 2013- Mar 2014) - The team head divided the team into two groups to start the technical work: Front-end developers & Back-end developers. Handled the software testing document, besides, worked as a front-end developer using Android studio technology.

Saudi Aramco, Dhahran, Saudi Arabia — Cooperative student Sept 2010 – July 2010

Joined Information Protection & Technology Planning Department for three months and trained as a penetration tester.

- Worked closely with the team on the Nessus Software
- Hacked Aramco systems/servers via external devices, as an ethical hacker.
- Monitored Nessus software during the scanning process
- Reported all the results and sent them to the responsible department.
- Utilized Google hacking method, rarely.

PROJECTS

Anjal academy, Dammam, Saudi Arabia — System Developer September 2017 - January 2018

- Head the technology team (Responsible of G-Suite course ,especially, Google classroom)
- Designing, building, or maintaining website and software application using HTML, JAVASCRIPT, PHP, MYSQL, AND CSS
- Editing, writing, and designing Website content.
- Evaluating code to ensure it meets industry standards, is valid, is properly structured, and is compatible with browsers, devices, or operating systems.
- Hosting websites and domain on GoDaddy
- Backing up and Recovering of the mainframe systems
- Resolving system infrastructure issues
- Developing or validating test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.
- Editing, writing, or designing Website content, and directing team members who produce content.
- Maintaining an understanding of the latest Web applications and programming practices through education, study, and participation in conferences, workshops, and groups.
- Back up files from Web sites to local directories for recovery.