Rasha Aldossary

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Location: Dammam, Eastern Province

# Summary

* Computer Information Systems graduate. Interested in Data Analytics, Always eager to learn new skills and solve real-world challenges. Seeking to leverage my knowledge and skillset to effectively serve your company.

# Education

## 2017 - 2021 | imam abdulrahman bin faisal university

* Bachelor of Computer Information Systems

# Skills & Abilities

**Software Proficiency**

* Advanced user of Microsoft Office programs (Word, Excel, PowerPoint).
* Skilled in ERP Systems.
* Skilled in R, Python, SQL, Power BI, Tableau, Visio.
* Skilled in Reporting.

**Special Skills**

* Excellent written and spoken communication skills
* Fluent in English and Arabic
* Well-organized, self-motivated and proactive
* Strong problem solving skills

**Certifications**

* Professional accreditation from Saudi Council of Engineers as Information Technology Specialist
* Google Data Analytics Professional Certificate
* ITIL4 course from Ministry of Communications and Information Technology of Saudi
* Tamheer Certificate of Completion

# Experience

## march – September 2022 | Innovest properties | Business process Specialist

* Assisted in improving many business processes by defining process and roles, drew a flow process diagram using Visio, Collected and analyzed the needed data using Excel.
* Consolidated and Analyzed reports by Excel and visualized it by Power BI/Tableau. Along with suggesting potential solutions based on numbers.
* Created and administrated Maintenance and Handover monitoring dashboards and monthly reports using Tableau/Excel.
* Improved Business Development Department process by using BPMN.2.0.
* Created, Implemented and Monitored Standard Operating Procedure (SOP) for cross-functional processes.

## june – september 2021 | Information and communication technology deanship at imam abdulrahman bin faisal university | COOP training

* Analyzed “Saned” System software.
* Designed and built the front end for “Saned” application that provide support and guidance for Imam Abdulrahman Bin Faisal University employees with technical problems.
* Maintained the database system of “Saned” application.