



# RAKAN AL-HAMDAN

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## PROFESSIONAL SUMMARY

Motivated System analyst , recognised for assessing operational needs and developing solutions to save costs, improve revenues, and drive customer satisfaction. Resourceful and well-organised with excellent leadership and team-building record.

## SKILLS

- Strategic planning
- Problem-solving
- Knowledge of C++ programming language
- Leadership

## WORK HISTORY

**BUSINESS PROCESS ANALYST**, 03/2022 - Current

*At riyadh airports company , Riyadh , Saudi*

- Mapped current business and operational processes and offered recommendations for improvement.
- Conducted interviews with key business users to collect information on processes and user requirements.

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**IT SUPPORT TECHNICIAN AT IMAM MOHAMMED BIN SAUD** , 01/2021- 04/2021

*Team Member , Riyadh , Saudi*

- Provided timely and professional support, identifying and resolving software issues for end users.

## EDUCATION

*Imam Mohammed Bin Saud , Riyadh, 07/2021*

**Bachelor: Information System**

## ACCOMPLISHMENTS

- Supervised team of 4 members responsible for executing on [Project](#), leading to create a web server and application .

## CERTIFICATIONS

- Certified intermediate accountant
- Certified C++ programmer on data structures
- Intermediate English course in UK