Omar Farag Rashed Al Amr

Omar.F.Rashed@gmail.com - 055 9808 498 - Portfolio

WORK EXPERIENCE

SEHA   **Oct. 2023 – Preset**

Business Applications Analyst   *Madinat Zayed, Al Dhafra*
- Providing HCM Fusion, Kronos, and Website SharePoint support to al Dhafra Employees.
  - Around 1200 Employees from 6 hospitals and 2 clinics.
  - Resolving over 1100+ support tickets over the period of 7.5 months.
- Creating easy to understand guides and automated programs using Python and Power Automate to expedite daily work.

SEHA   **Nov. 2022 – Oct. 2023**

User Support Analyst   *Madinat Zayed, Al Dhafra*
- Delivered IT Support (L1) to Madinat Zayed Hospital, the largest hospital in Al Dhafra region.
- Developed automated programs using PowerShell to streamline daily tasks.

Abu Dhabi University   **Nov 2021 – Aug 2022**

Team Leader   *Abu Dhabi, UAE*
- Providing and overseeing Business Support & Facilities Department automated online forms to be used by students, faculty, staff, and guests through a combination of the following Office 365 services:
  - Power Automate & Power Apps
  - Power Bi & Sharepoint
  - Onedrive & Forms

EDUCATION

Abu Dhabi University   **July 2021**

BS. Computer Engineering   *Abu Dhabi, UAE*
- cGPA: 3.32
- Capstone project: Self-driving robot with mask detection using machine learning.
- Internship: Beta Information Technology.

Certifications

- Microsoft Certified: Azure Fundamentals – (Score: 921/1000)
- ADU Python Certification of Appreciation
- IELTS (Overall score of 7.5)

SKILLS

Python; PowerShell; JavaScript; Power Automate Desktop; Command-line; Microsoft Azure; Power BI; SharePoint; HTML; CSS; Windows; Linux; Problem Solving; Communication; Team Leadership; Adaptability; Customer Support