




## Othman H. Mousa

 Riyadh, Saudi Arabia |  +966 55 939 2615 |  ohmousa@gmail.com

 **Data Analyst | Project Manager | ERP & Business Systems Specialist**

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### Professional Summary

Results-oriented professional with 10+ years of experience in data analysis, ERP systems, and project coordination. Skilled in implementing data-driven strategies, streamlining workflows, and supporting digital transformation initiatives. Proficient in Excel, SQL, Power BI, and programming languages including Visual Basic, C#, and Java. Adept at managing both technical and administrative aspects of business systems with strong communication and stakeholder management skills. Holds proven experience in planning and executing national-level training programs and coordinating cross-functional projects.

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### Professional Experience

#### Technical Support – Ultimate Solution, Riyadh

*Jul 2021 – Present*

- Delivered remote and on-site support for ERP systems across various sectors.
  - Implemented both desktop and cloud-based ERP installations.
  - Maintained system recovery and Windows reinstallation support.
  - Integrated and configured printers (dot matrix, thermal, barcode) with systems.
  - Customized reports and invoices using ERP tools.
  - Analyzed client-side issues and provided technical, administrative, and accounting solutions.
  - Maintained high client satisfaction with responsive communication.
  - **Over 3 years of continuous experience working with ERP systems, including installation, troubleshooting, and client support.**
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#### Business Manager – Saudi Critical Care Society (SCCS), Riyadh

*Mar 2010 – Sep 2020*

- Senior Assistant Manager in HR.
- Developed internal systems to optimize departmental performance.
- Supervised medical education and training programs under the Ministry of Health.
- Certified coordinator for international conferences in critical care.

- Led public relations, handled complaints, and negotiated stakeholder partnerships.
  - Represented SCCS with accreditation bodies including CBAHI.
  - Built strategic relationships with healthcare leaders across hospitals in Saudi Arabia.
  - **Analyzed the internal work environment and proposed actionable improvements focused on enhancing course promotion and service quality.**
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### **Programming Associate – Group of Work Company, Riyadh**

*Mar 2008 – Oct 2009*

- Participated in web development projects using ASP.NET and SQL Server.
  - Designed and presented reports using Crystal Reports and DataGrid.
  - Conducted training in C#, Java, and Visual Basic.
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### **Education**

#### **BSc in Business Administration**

Al-Imam Muhammad Ibn Saud Islamic University, Riyadh

*Feb 2014 – Aug 2018*

#### **Diploma in Programming**

New Horizons, Riyadh

*Dec 2004 – Apr 2006*

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### **Technical Skills**

- **BI & Analytics:** Excel, SQL, Power BI
  - **Project Management:** Stakeholder engagement, team coordination, reporting
  - **ERP Systems:** Implementation, troubleshooting, report customization
  - **Programming:** Visual Basic, Java, C#, ASP.NET
  - **System Support:** Windows OS setup and maintenance
  - **Reporting Tools:** Crystal Reports, DataGrid
  - **Other Tools:** Microsoft Office Suite, Survey platforms
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### **Languages**

- Arabic: Native
  - English: Intermediate
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### **Certifications**

- Diploma Certificate – Microsoft
- Certificate in E-Marketing – Monshaat
- Certificate in Business – Monshaat
- Security Course Certificate – Monshaat