

# HAGIR MOHAMED ABDELRAHIM OSMAN

## IT SPECIALIST | DEVELOPER | SYSTEMS ANALYST

Phone: 0510209932 | Email: hager33@gmail.com | LinkedIn: <https://www.linkedin.com/in/hagir-osman> | Address: Riyadh, King Faisal District

### PROFESSIONAL SUMMARY

Dynamic IT Specialist & Systems Analyst with strong experience delivering stable, scalable, and user-focused technology solutions across enterprise environments. Skilled in systems analysis, .Net, ASP.NET development, SQL database administration, and data analytics. Proven ability to lead requirements gathering, optimize system performance, and maintain high service availability through proactive monitoring, backups, and incident problem management. Expert in building secure, responsive websites, designing data models, and developing dashboards that enhance decision-making and reduce manual workload through automation. Collaborative and detail-oriented, with a solid Computer Science background and continuous training across development, data, and IT operations.

### PROFESSIONAL EXPERIENCE

#### IT Specialist : Al Khoutout Al Areeda for Technology, Riyadh | Feb 2024 – Present

- Built and launched the corporate WordPress website and company profile with secure configs, caching, SEO-ready structure, and responsive UI.
- Delivered L1/L2 support for enterprise systems and customer solutions; triaged incidents, resolved root causes, and maintained high service availability.
- Ran user onboarding & training on system and website operations, reducing repeat tickets and improving adoption. Administered databases (website/system); established scheduled backups, restore tests, and integrity checks.
- Performed regression testing post updates/upgrades; validated functionality, dependencies, and roll-back plans. Improved system stability & efficiency through OS maintenance, server performance monitoring, and Active Directory users/permissions governance.
- Analyzed customer requirements and contributed solution proposals aligned with scope, security, and performance.
- Built operational dashboards and reports (Excel) and authored SQL queries for data mining, QA checks, and decision support.

#### Systems Developer & Analyst: Sudan Railways Corporation | APR 2002 – PR 2023

- Analyzed and contributed to the design/development of internal ERP systems: HR, Payroll, Accounting, Property/Assets, Train Car Tracking.
- Supported information systems strategy, writing functional/non-functional requirements and success criteria.
- Collaborated across functions to implement solutions; defined KPIs and monitored performance for efficiency.
- Led requirements workshops with users; produced functional specs, change requests, and acceptance criteria.
- Oversaw implementation & rollout, focusing on user readiness, continuity, and minimal disruption.
- Developed SQL reports & dashboards for leadership reviews; used Python (Pandas, NumPy, Matplotlib/Seaborn) for exploratory analysis and automation.

#### Computer Science Tutor: Imam Al-Hadi University / Nile Valley University

Taught foundational programming and CS concepts; assessed progress via assignments/projects/exams and improved learning outcomes through structured feedback.

### EDUCATION

B.Sc. in Computer Science (Honours) — Sudan University of Science & Technology | 2000

### CERTIFICATIONS & TRAINING

- Entrepreneurship — Al-Khaleej Training & Education, 2025
- Sudatel telecommunications academy
  - Web page design
  - Project management professional (PMP)
  - MCITP: windows server 2008
  - Oracle DBA 10g
- APTECH computer education - Oracle 9i forms & reports
- ComGuard FZ LLC – Dubai -Kaspersky technical training
- Innovation platform – Advanced ASP.net & advanced SQL server
- Online- Udacity One Million Arab Coders Initiative – Data Analyst Track
- Online - [www.edraak.org](http://www.edraak.org)

- Digital Marketing: Search Engine Optimization (SEO),
- Analytics & Online Presence
- Innovation in government work
- Leadership skills
- Emotional intelligence
- Online- [www.rwaq.org](http://www.rwaq.org) \_Introduction to Ethical Hacking

## CORE SKILLS

- Systems Analysis & Requirements Elicitation Solution Design & SDLC Governance
- UAT Planning, Test Cases & Defect Triage Technical Documentation & Knowledge Transfer
- WordPress Development (Themes, Plugins, Hardening) ASP.NET, HTML, CSS, Bootstrap, REST APIs
- SQL Development (T-SQL / PL/SQL), Query Optimization Database Administration: SQL Server, Oracle, MySQL Backup, Recovery, Integrity Checks & Data Security
- Data Modeling, ETL, Data Cleaning & Validation Reporting & Dashboards (Excel)
- Python for Analytics (Pandas, NumPy, Matplotlib) Active Directory (Users, Groups, Permissions) Windows Server & Performance Monitoring
- Incident / Problem Management & Root Cause Analysis Stakeholder Communication & Training Delivery

## TECHNICAL SKILLS

Programming: Python, C#, C++, JavaScript, VB.NET, MATLAB

Web: ASP.NET, HTML, CSS, Bootstrap, WordPress, REST/Web Services

Databases: SQL Server, Oracle, MySQL (Design, Tuning, Backup/Restore)

Analytics & BI: Excel (Advanced), SQL Reporting, Python Visualization

Platforms & Admin: Windows Server, Active Directory, Server Monitoring

Tools: Jupyter Notebook, Git

## SOFT SKILLS

- Attention to Detail
- Analytical Thinking
- Time Management
- Clear Documentation
- Cross-Functional Collaboration
- Continuous Learning

## PROJECT HIGHLIGHTS

Corporate WordPress Site: Delivered a secure, mobile-responsive site with optimized performance and structured content; documentation and admin training included.

ERP (HR/Payroll/Accounting /Assets/Tracking): Produced specs and data models; authored SQL reports; supported deployment, UAT, and KPI tracking.

Ops Dashboards: Built Excel dashboards on SQL extracts for incident trends, SLA views, and leadership reporting.

## LANGUAGES

Arabic — Native

English — Professional Working Proficiency