

Sara Ali Shrahili

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Riyadh, Saudi Arabia

SUMMARY

Technical Analyst skilled in Python and Java programming, data analysis, and application development. Experienced in system optimization using SQL, Git, and IoT applications. Proficient in troubleshooting technical issues and enhancing network performance and cybersecurity.

EXPERIENCE

Saudi Business Center | Saudi Arabia

Technical Incident Analyst | January 2024 – Present.

- Identified root causes of technical issues through in-depth data and log analysis.
- Supported process optimization and technical decision-making using data analytics tools.
- Resolved complex technical incidents by delivering practical, system-stabilizing solutions.
- Uncovered system vulnerabilities and hidden data patterns to improve performance and service quality.

Ministry of Commerce | Saudi Arabia

Quality Specialist | 2018 – 2023.

- Analyzed service KPIs and data to identify gaps and inefficiencies.
- Executed audits with digital checklists to ensure regulatory compliance standards.
- Performed root cause analysis using customer feedback and performance data.
- Built automated dashboards and reports to support informed business decisions.

Aja Space Information Technology | Saudi Arabia

Internship | October 2022 – December 2022.

- Assisted technical teams in resolving software bugs and configuration issues effectively.
- Analyzed system data to support development and improve application performance.
- Participated in testing new features and documenting functional test results.
- Supported IT projects by organizing files and updating technical documentation.

EDUCATION

Arab Open University | Saudi Arabia

Bachelor of Science in Computer Science | November 2024 – Present.

Maz Higher Institute for Training | Saudi Arabia

Diploma in Cybersecurity | Excellent | 2023.

CERTIFICATES

- Human Resources Management | Technical and Vocational Training Corporation (TVTC) | Excellent | 240 Hours.
- Computer Science Fundamentals | Hassoub Academy | 62 Hours.
- Application Development Using Python | Hassoub Academy | 69 Hours.
- Advanced Programming | Technical Academy Courses | Arab Open University.
- Networking and Technology | Technical Academy Courses | Arab Open University.
- Microcontroller Programming (Arduino) | Tuwaiq Academy.
- Internet of Things (IoT Applications) | Tuwaiq Academy.

HONORS AND AWARDS

- Certificate of Appreciation | Saudi Business Center | For outstanding efforts in launching the Commercial Registry and New Trade Names systems | 2025.
- Employee of the Month Award | Quality Department, Ministry of Commerce | Multiple months | 2018 – 2023.

SKILLS

Technical Skills:

- Python Programming.
- Java Development.
- Git Versioning.
- SQL Databases.
- Visual Studio.
- IoT Applications.
- Application Development.
- Network Security.
- Data Analysis.

Soft Skills:

- Communication Skills.
- Team Collaboration.
- Time Management.
- Critical Thinking.
- Adaptability Skills.
- Conflict Resolution.
- Problem Solving.
- Attention to Detail.

LANGUAGES

- Arabic.
- English.