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Objective

Experienced Solution Architect seeking a challenging role to leverage technical expertise in designing and implementing innovative solutions. Proven ability to bridge the gap between business needs and technology solutions, driving organizational efficiency and growth.

EXPERIENCE

LIGHTSPEED VT, Riyadh Saudi Arabia - Solutions Architect

July 2021 - Current

Key Achievements:

- **UI/UX Optimization**: Redesigned the LMS user interface to enhance usability and improve overall user experience, making the platform more intuitive for users.
- **Website Development**: Designed and developed the LightSpeed VT MENA website using WordPress, establishing a strong online presence in the region.
- **LMS Localization**: Translated the LMS system user interface to Arabic, ensuring a seamless and culturally appropriate experience for Arabic-speaking users.
- **Client Onboarding and Support**: Providing comprehensive onboarding training to new clients, ensuring successful adoption of the LMS system. Offering ongoing support and troubleshooting assistance to address client inquiries and resolve issues.
- **Automation and Integration**: Utilized Zapier to automate lead capture from social media marketing campaigns, streamlining the lead generation process. Successfully integrated Zapier with our CRM (Pipedrive) to schedule activities and add leads to the pipeline.
- **Template Development**: Exploring the feasibility of developing pre-designed landing page templates to reduce costs and provide

SKILLS

Technical Skills:

- **Systems Management**: Experience managing and customizing various SaaS platforms, including LightSpeed VT LMS.

- **Web Development**: Skilled in building websites using WordPress; intermediate knowledge of HTML and CSS; basic knowledge of JavaScript.

- **UI/UX Design**: Experience in designing user interfaces and optimizing user experiences.

- **Programming**: Foundational knowledge in Java, HTML, CSS, JavaScript (basic); basic understanding of C#, Visual Basic, and SQL.

- **Project Management**: Experience developing

clients with a wider range of options.

- **Digital Transformation Planning**: Led planning efforts for implementing an online payment gateway and transitioning to electronic contracts at LightSpeed VT to optimize operational efficiency and enhance the customer experience. Ongoing research for further improvements.

Responsibilities:

- Provided technical support and guidance to clients, ensuring smooth system operation and troubleshooting when needed.
- Developed and managed customized learning experiences tailored to client needs.
- Built and designed landing pages for clients to enhance their online engagement and streamline their customer journeys.
- Collaborated with design teams to create visually appealing and user-friendly interfaces.
- Coordinated project timelines and deliverables, ensuring timely completion.
- Stayed updated on industry trends and emerging technologies to identify opportunities for improvement.

TechPro, Riyadh Saudi Arabia — *Cyber Security Engineer*

March 2020 - October 2020

Endpoint Security :

- Managed endpoint security by installing, configuring, and integrating security solutions, demonstrating technical expertise.

EDUCATION

Florida International University, Miami FL

January 2015 - July 2018
Bachelor of science in Information Technology.

Certificates

Business Analyst - Ministry of Communications and Information Technology, 2021

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and managing project plans.

- **Technical Support:** Proficient in providing technical support for systems and platforms.

Digital Design:

- Skilled in GIMP and Inkscape for graphic design and digital assets creation.

Soft Skills:

- Communication, Customer Service, Problem-Solving, Collaboration, Organization.

LANGUAGES

Arabic & English.

JavaScript Algorithms and Data Structures – FreeCodeCamp, 2021

Responsive Web Design – FreeCodeCamp, 2021

Cyber Security – STC, 2020.

Project Risk Management – HRDF, 2020.

Intro into Project Management Professional (PMP) – HRDF, 2020.

Essential Skills to Mastering the Art of Win-Win Negotiation – HRDF, 2020.

Design Thinking – Monsha'at, 2020.

Training of Trainers (TOT) – Azad, 2019.