

Fatmah Abdullah Al yassen

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Profile

Administrative professional with a diverse background in operations management, data analytics, and team leadership. Expert in streamlining administrative workflows, utilizing data-driven insights (SQL, Power BI) to improve organizational efficiency, and delivering high-quality customer service. Proven ability to adapt to new environments and manage complex tasks with precision, seeking to leverage technical and supervisory expertise within a progressive organization to drive operational excellence and organizational success.

Professional Experience

February 2026 – July 2026	Health Services and Hospital Management Technician (Trainee - Tamheer Program) <i>King Fahad Hospital-Al-Hofuf (Al-Ahsa Health Cluster)</i> erved as the primary interface for the facility, managing daily administrative operations, appointment scheduling, and patient flow to enhance service efficiency. Proficient in operating Hospital Information Systems (HIS) with strict adherence to data accuracy, medical record confidentiality, and healthcare regulatory standards, while ensuring seamless inter-departmental coordination to improve the overall patient experience.
2024 – 2025 Al-hsa	Customer Service Officer <i>Wagaya Al-kholi</i> Reception Officer responsible for greeting visitors and customers, managing phone inquiries, coordinating appointments, andling documents and correspondence, and ensuring a welcoming environment. Additionally, prepares reports, handles special requests, and collaborates with other teams to ensure smooth operations and maintain accuracy in reception processes.
2022 – 2023 Al-Hofuf Al-Ahsa	Web Developer <i>Smart Palace Trading Est</i> We have created and designed an official website for the Foundation Languages shared Html5, Css3, js

Education

2021 – 2023 Al-hsa	Diploma in Programming and Web Development Technology <i>Digital Technical College for Girls in Al-Ahsa</i> GPA:4.43/5.00-Second Class Honor. Graduation project : smart helmet
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Skills

Frontend Developer	Wireframe Creation
strong regulatory	Writing SQL Queries
Data Wrangling and Cleaning	

Certificates

IT Essentials – PC Hardware and Software Academy Networking, Cisco	Entrepreneurship Academy Networking, Cisco
Database Fundamentals Oracle Academy	PL/SQL Database Programming Semester2 Oracle Academy
Application Development Foundations Oracle Academy	CYBP Kafaat cybq