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Yemeni - Indian

Mohammed Barakat

Professional Summary

Results-driven Operations Specialist with proven experience in managing day-to-day activities. Skilled in coordinating administrative processes, optimizing operational efficiency, and ensuring seamless delivery of training programs. Strong background in IT training, customer service, and process improvement with a focus on creating a smooth learner and trainer experience. Recognized for organizational skills, attention to detail, and the ability to thrive in fast-paced environments while maintaining operational excellence.

Expertise

- ✓ Advanced Excel & Office Programs
- ✓ Microsoft Power BI
- ✓ Data Analysis
- ✓ Graphical Design
- ✓ Passionate about research & learning new tools
- ✓ Process Improvement
- ✓ Problem Solving & Decision Making
- ✓ Customer Service & Learner Support

Experience

Prometric Test Center – Urgent Customer Care

As an Employee at Prometric Testing Center, my role was integral to the smooth and secure administration of various assessments, examinations, and certification tests.

Test Administration and Security Specialist:
- Managed the entire test administration process, ensuring the secure and confidential delivery of exams.

Problem Resolution:
- Effectively handled unexpected issues such as technical malfunctions, disruptions, or candidate concerns, ensuring minimal impact on the testing process.

MindMerge training and consulting center – Trainer & Operations Supervisor

Strategic Training Planning and Implementation:
- Coordinated training schedules, ensuring efficient utilization of resources and meeting business objectives.

Course Facilitator:
- Deliver interactive training sessions in IT field, support learner engagement, and ensure effective knowledge transfer.
- Analyzed training outcomes and made data-driven recommendations for continuous improvement.

Technical Support CO-OP – Imam Abdulrahman Bin Faisal University **–** Saudi Arabia   JAN,2022 – MAY,2022

Customer Issue Resolution:
- Achieved a consistent 95% customer satisfaction rating through effective communication and problem-solving skills.

Remote Assistance and Troubleshooting:
- Implemented remote desktop support tools, resulting in a 20% reduction in on-site service requests.

Education

Bachelor of Management Information Systems (MIS) – Imam Abdulrahman Bin Faisal University **–** Dammam

GPA: 4.08 out of 5

Rewards and Achievements

Training an individual from Aramco

Successfully trained one of the upper management individuals from Aramco in managing his data analysis and visualization projects. Providing him with automated tools that can simplify his work.

Automation Project

I developed a custom Excel solution that significantly enhanced efficiency and accuracy in data processing, analysis, and reporting tasks. This initiative not only optimized productivity but also reduced error margins, saving substantial time and resources for the organization.

Clients Trained or Coordinated with

- ARAMCO
- KAFD
- SASREF
- KFUPM
- L&T
- NADA
- RETAL
- EXTRA

- FLYADEAL AIRLINE
- ALFAISAL STEEL
- ALMANA HOSPITALS
- ABDUL LATIF JAMEEL
- BUDGET
- Al ITIFAQ STEEL
- PARSONS
- MARSOOL

Certifications

- **Professional Technical Writing –** (MindMerge)
- **Business etiquette, ethics & code of conduct training** – (MindMerge)
- **Excel Skills for Data Analytics and Visualization** – (Coursera)
- **Foundations: Data, Data, everywhere** – Google (Coursera)
- **CCNA** – Imam Abdulrahman Bin Faisal University
- **Master Microsoft Power BI** – LinkedIn

Languages

Arabic (Fluent) - English (Fluent)