

AISHA AMIRALI AL TAMIMI

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PROFILE

IT Analyst / Project Manager with 20+ years' experience in telecommunications, technology, utilities, software engineering companies and prior experience in a healthcare setting.

In-depth knowledge of telecommunications and IT projects for 5G data, cybersecurity and networks. Superior ability to manage client needs to improve service or solve problems using technical solutions such as project life cycle coordination, design and implementation, supply process planning, activity reports and work session's organization.

Other strengths: attention to detail, critical analytical thinking, insightful, meticulous and energetic; very good understanding of project and stakeholders issues. Strong interpersonal skills, quality control, operational compliance, productivity management, professional behavioural expectations, experience of crisis intervention methods, and efficient communication.

CORE COMPETENCIES

SAP (Finance, Project Manager, Production) | Active Directory | Remedy/ISM/ITSM | MS Suite | Health Authorities of BC Software | VPN RSA securID keys / Citrix | Win 98 to date | Remote Desktop | Google Suite

PROFESSIONAL EXPERIENCE

IBM Canada (PHSA – Provincial Government)

Aug 2019 – Present

Health IT Analyst

- Identifies, analyzes documents, obtains details, and resolves technical and non-technical problems from clients via phone, email, and automated tickets.
- Provides technical advice and guidance to users in the operation of software and hardware, as well as operating and network systems.
- Provides feedback to Team Lead and/or Supervisor on processes and procedures, current or potential problems with client systems and applications, and customer service issues
- Updates and maintains records in the Asset Database from initial data capture of asset information through to asset disposal. Tracking hardware and software acquisitions, installations, replacements, upgrades, moves, transfers, and storage, disposal, theft and warranty replacements. Performs root cause analysis on discrepancies to determine actual status of assets.

TELUS COMMUNICATIONS INC.

Nov 2011 – May 2019

Network Project Coordinator III

Tech Strategy & Business Transformation (Aug 2018 - May 2019)

Managed network installations for 5G Fibre networks for lower mainland, Vancouver Island, BC Interior, and Alberta South; managed work assignments and scheduling for 50 technicians.

- Challenged to ensure network (approx. 25/week) installations were completed by deadlines assigned by the Project Manager.
- Directed weekly virtual meetings (10+ attendees), assigned network installs to technician with right skill set for each network.
- Tracked and followed up ensuring all resources were available for completion.

- Accomplished 95% of network installations within given deadline for high customer satisfaction.

National Resource Strategy (NRS), Business Planning & Deployment (Nov 2016 – Aug 2018)

- Controlled around 15 to 20 escalations and 80 to 100 customer “do sooner” requests
- Worked with a number of technicians in BC and Alberta to get escalation requests handled in an appropriate time frame in regards to customers needs and schedules

Enterprise IT Technical Analyst (Nov 2011 – Nov 2016)

- Handled approximately 50 enterprise client calls for technical support
- Consistently achieved 96 – 100% KPI scores
- Attained top box score several times within my team

BC HYDRO

Jun 2010 – Feb 2012

Vehicle Engineering Analyst

Finance and Record Management for Dam Safety

- Complying within Company standards to ensure all vehicles were equipped with necessary hardware.
- Working with software and other external companies to ensure that vehicles were road ready.
- Verification of transaction compliance with financial policies and procedures
- Guaranteeing that teams stay within predetermined budgets allocated to them along with procurement and internal auditing.
- Monitoring project schedules, year to date contract costs and schedule

SAP - Vancouver, BC

Order Management Analyst /SAP Finance

Sep 2008 – Aug 2009

- Audited all company expenses utilizing SAPFI

IBM Global Services - Burnaby, BC

Technical Analyst / Solutions Engineer

Feb 2006 – Dec 2007

- Successfully resolved issue(s) communicated by the client in providing outstanding technical support.
- Updating and revising internal wiki for local and worldwide use.

Additional Skills/Knowledge:

Cybersecurity / Network Security

Clinical Application Analysis

Medical Terminology

Basic Pharmacology