

Abdulmalek Alghamdi

IT BUSINESS ANALYST · SYSTEMS ANALYST · IT PROJECT MANAGEMENT

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[LinkedIn](#) · [GitHub](#) · [Portfolio](#)

SUMMARY

IT Business / Systems Analyst and Computer Science & Engineering graduate (2026) with hands-on experience across telecom (channels by stc), government digital services (T2), IoT solutions, and a digital agency. Skilled in eliciting requirements, writing BRDs and user stories, modeling processes, and running UAT to deliver web and mobile channels. PMI CAPM and ITIL 4 Foundation certified, with an AI product management background that bridges business needs and technical delivery.

PROFESSIONAL EXPERIENCE

IT BUSINESS ANALYST & IT PROJECTS · FULL-TIME

SEET Agency | Al-Khobar | Aug 2026 – Present

- Run stakeholder interviews and requirements workshops with client brands, translating business needs into product and system specifications.
- Deliver digital solutions from requirements to launch — bilingual (Arabic/English) landing pages, pitch decks, and e-commerce applications.
- Led the launch of a new Online Booking & Reservation Management System, enabling customers to book directly through the website, integrated with an admin dashboard for request management and booking analytics.

TECHNICAL SOLUTIONS · INTERN

Siein | Riyadh | Jun 2026 – Aug 2026

- Translated client needs into digital and technical requirements, and developed solutions based on them.
- Improved automated response workflows to enhance customer communication and service efficiency.
- Supported solution delivery, testing, automation, and continuous improvement.

ASSOCIATE PRODUCT MANAGER · INTERN

T2 | Remote | May 2026 – Jun 2026

- Worked on Rawa, translating product ideas into build-ready specifications for the development team.
- Applied product techniques — funnel analysis, A/B testing, and RICE prioritization — to rank features and guide the roadmap.
- Tracked government digital-transformation KPIs (digital adoption rate, service digitization rate) to inform product decisions.

DIGITAL PRODUCT & GROWTH INTERN

Al-Rakeen | Remote | Jan 2026 – Apr 2026

- Supported the end-to-end product lifecycle for IoT-based digital solutions.
- Translated business objectives into functional requirements and user stories in collaboration with cross-functional teams.

IT BUSINESS ANALYST · CO-OP

channels by stc | Riyadh | Jun 2025 – Dec 2025

- Gathered, analyzed, and documented business and system requirements for digital channel applications (web & mobile) serving 10K+ users.
- Produced BRDs, user stories, process flows, and acceptance criteria to align business stakeholders with technical teams.
- Managed UAT cycles with technical teams through to sign-off, translating stakeholder needs into clear, testable functional specifications.

EDUCATION

BACHELOR OF SCIENCE – COMPUTER SCIENCE & ENGINEERING | UNIVERSITY OF HAFR AL-BATIN

2022 – 2026

Member, Saudi Council of Engineers (#1285132)

CERTIFICATIONS

ITIL 4 Foundation | PeopleCert

Jul 2026 – Jul 2029

Certified Associate in Project Management (CAPM) | PMI

May 2026 – May 2029

AI Product Manager Nanodegree | Udacity

2025

SKILLS

Business Analysis	Systems Analysis	Requirements (BRD / FRD)	User Stories & Use Cases
Agile / Scrum	Jira & Confluence	UAT & Acceptance Criteria	Process Modeling (BPMN)
API / Systems Integration	SQL & Databases	Stakeholder Management	Digital Channels (Web & Mobile)
Product Prioritization (RICE)	Funnel & KPI Analysis	A/B Testing	IT Service Mgmt (ITIL 4)

PROJECTS

HUMEX – AI OCCUPANCY MEASUREMENT (CAPSTONE)

2026

Led a 6-person team to build a computer-vision platform (YOLOv8, OpenCV, React) that measures room occupancy for smart campuses.

AOUN AI – INTELLIGENT REQUEST MANAGEMENT

2025

Co-built an AI-powered request management product at the stc Hackathon.

RASHID – GPT-POWERED SMART GATE

2025

Designed an AI-driven access-control workflow for government entities — Finalist, Absher Tuwaiq Hackathon.

COURSES

Digital Transformation Certification | IBM

2026

Product-Led Growth Micro-Certification (PLGC) | Product School

2026

Risk Management & Governance in Generative AI | Tuwaiq Academy

2025