

Mohammed Abdullah Al-Shehri

SOFTWARE ENGINEER | DATABASE DEVELOPER | AI SOLUTIONS BUILDER

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PROFESSIONAL SUMMARY

Software Engineer and Full-Stack Database Developer and one of the Founder of **MyCatering** app, who builds systems that run in the real world not just in theory. I've delivered a production platform at 99.2% uptime, cut database query times by 86%, and driven 61% efficiency gains through automation. Currently supporting Aramco Digital's critical infrastructure at 96% SLA compliance. What sets me apart is breadth with depth: I connect databases, backend systems, and AI automation to solve problems that move the business and I think like an operator, not just a developer.

CORE TECHNICAL SKILLS

Languages & DB: Python (Intermediate) | SQL (Advanced) | Oracle (Advanced) | MySQL | SQL Server | RLS | HTML, CSS, JS (Advanced) | Java | Flutter
Enterprise & Cloud: Oracle APEX (Advanced) | ServiceNow | AWS | Docker | Kubernetes | Mirth Connect (HL7) | .Net | Google Cloud
AI & Dev: AI API's | LLaMA 3.3 | LinkedIn API | Supabase | PostgreSQL | jsPDF | REST APIs | RBAC | Real-time Systems | AI Agent Development

PROFESSIONAL EXPERIENCE

Teleperformance Customer Support Specialist (Supporting Aramco Digital), Khobar	<i>Dec 2025 – Present</i>
- Managing 150+ incidents/month with 96% SLA compliance; reduced MTTR by 20% through root cause analysis - Built ServiceNow dashboard for 12+ B2B clients; improved on-time resolution 78% → 94% (25+ stakeholders) - Employee of the Month 3 times at Aramco Digital	
Armed Forces Hospital Ministry of Defense Internship, Dhahran	<i>Jan 2025 – Aug 2025</i>
- Digitized 54 workflows using Oracle APEX → 61% efficiency gain, 93% error reduction (8,000+ monthly transactions) - Built Lifeguard system: 99.2% uptime, 12 ambulances, 200+ emergency responses/month DB optimization: 8s → 1.2s - HL7 integration via Mirth Connect enabling real-time data sharing across 5 emergency centers	
Brown Bean Data Entry Clerk, Khobar	<i>Jan 2022 – Aug 2023</i>
Digitized 3,200+ records into MySQL (lookup: 15min → 2min) 99.8% accuracy on 900+ SKUs 50% efficiency gain	

KEY PROJECTS & TECHNICAL ACHIEVEMENTS

- **MyCatering – Catering Services Platform (2025–Present)** | (*Flutter, REST APIs, Database Integration, Mobile Development, Google Cloud database*) Production mobile application available on iOS and Android. Live on Apple Store: <https://apps.apple.com/app/id6743121886> | Live on Google Play: https://play.google.com/store/apps/details?id=com.visionco.catering&pcampaignid=web_share .
- **FlyLight – Investment Platform (2026)** | (*HTML/CSS/JS, Supabase, PostgreSQL, jsPDF, pgcrypto*) Crowdfunding platform with admin dashboard, automated PDF share certificates, RLS security, and bank transfer processing **Live at:** <https://mohammed22alshehri.github.io/Flylight/> .
- **LinkedIn Auto Poster (2026)** | (*Python, Groq API, LLaMA 3.3-70b, LinkedIn API*) AI-driven content automation system with 2,111+ impressions in 7 days (+17.2%), 192 followers (+6.7%), 60+ topics **Live at:** <https://github.com/mohammed22alshehri/linkedin-auto-poster> .
- **ServiceNow Dashboard (2026)** | (*ServiceNow, Data Visualization, SLA Metrics*) Real-time incident tracking for 25+ users → on-time resolution improved from 78% to 94%.
- **Portfolio Website (2026)** | (*HTML, CSS, JS, GitHub Pages*) Personal portfolio showcasing all projects. **Live at:** <https://mohammed22alshehri.github.io/portfolio/> .
- **Lifeguard – Real-Time Ambulance System (2025)** | (*Oracle APEX, HL7, GPS, RBAC*) Production system: 12 ambulances, 200+ emergency responses/month, 99.2% uptime. Recommended for 3-facility expansion.
- **AI Scheduling Optimizer (2025)** | (*Python, OpenAi API, AI Logic*) Intelligent appointment scheduler reducing wait time by 23% through availability-based resource optimization (**NDA**).
- **Full-Stack Car Rental Platform (2025)** | (*Python, SQL Seerver, REST APIs, Authentication*) End-to-end booking platform with secure auth, real-time availability tracking, and automated reservation management (**NDA**).
- **E-Commerce Database System (2025)** | (*Relational Design, MySQL, RBAC, Triggers*) Scalable relational DB (15+ tables) with automated order processing, inventory triggers, and role-based access control (**NDA**).

EDUCATION

Bachelor of Computer Science – Yanbu Industrial College	<i>Oct 2025</i>
Coursework: Database Design Software Engineering Data Structures & Algorithms Enterprise Systems	

CERTIFICATIONS

► IBM -Use Generative AI for Software Development (2026) ► IBM -Supercharge Data Analytics with Generative AI (2026) ► IBM -Unleashing the Power of AI Agents (2026) ► Comarch- IoT Connect: Sales Toolbox (2026) ► Comarch- IoT Connect: Customer Support part 1: SIM ordering and lifecycle (2026) ► Comarch- Comarch IoT Connect: Customer Support part 2: Customer, SIM and device management (2026) ► ServiceNow - Micro-Certification - Welcome to ServiceNow (Zurich) (2026)	► AWS -Data Engineering on AWS Foundations (2026) ► AWS -Amazon API Gateway for Serverless Applications (2026) ► AI ERA- Global Artificial Intelligence Program (2026) ► SDAIA - Developing Generative AI Solutions (2026) ► SDAIA -Artificial Intelligence Concepts & Advanced Applications (2025) ► SDAIA -Fundamentals of Artificial Intelligence (2025) ► CISCO -Python Essentials 1 & 2 (2024&2025) ► Oracle -Cloud Business JumpStart (2025)
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LANGUAGES

Arabic (Native)	English (Professional in Business)
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KEY ACHIEVEMENTS AT A GLANCE

✓ Digitized 54 workflows → 61% efficiency improvement	✓ Built real-time dashboard → improved resolution rate 78% to 94%
✓ Deployed production system (Lifeguard) → 99.2% uptime	✓ HL7 integration → enabled real-time data sharing across 5 centers
✓ Reduced error rate from 7% to 0.7% (93% reduction)	✓ Trained team workflows → 50% efficiency gain
✓ Supported 12+ B2B clients → 96% SLA compliance	✓ Employee of the Month 3 times at Aramco Digital