

Fahad Iqbal

AI & Automation Specialist | Digital Transformation Officer

Bahraini | +973-3924-5587 | fahadiqbal.fd14@gmail.com | LinkedIn

PROFESSIONAL SUMMARY

Information Systems graduate and Digital Transformation Officer with hands-on experience building AI-powered business platforms, automating operational workflows, and migrating cloud infrastructure. Delivered a Perfex CRM-based ERP that automated an estimated 90% of Etijah's Coursera application and placement lifecycle, and built and shipped Etijahi, a live AI-powered career assessment platform. Combines full-stack development with project coordination and stakeholder communication to turn complex operations into practical, cost-effective systems.

CORE SKILLS

Technical: Google Gemini & Claude API, PostgreSQL, Perfex CRM, WhatsApp API, Node.js, React, MERN Stack, Flask, n8n, Docker, Coolify, WordPress/WooCommerce, Botpress, Power BI, Power Platform, Azure

Professional: Digital Transformation, CRM Design & Automation, Project Coordination, IT Support & Infrastructure, Stakeholder Communication

Languages: English (Fluent), Urdu (Native), Arabic (Basic)

PROFESSIONAL EXPERIENCE

Digital Transformation Officer — **Sep 2025 – Present**

Etijah Coaching & Consulting, Bahrain

- Led a 6-month build of a Perfex CRM-based ERP for Etijah's Tamkeen-backed Coursera program, processing ~2,000 applicants, reducing manual administrative work by an estimated 90%, and enabling the program to run with a team of 2 instead of 4.
- Automated 60 to 120 daily WhatsApp messages previously sent by hand, moving outreach to the WhatsApp API and ending repeated account bans caused by high-volume manual sending.
- Built in-system scheduling for 6 coaches across the Coursera and Misk programs, plus e-signature MOUs and HR leave tracking, eliminating two paid subscriptions and saving roughly $840 per year.
- Developed real-time program dashboards, cutting about 78 hours a year of manual weekly reporting.
- Independently designed and built Etijahi (myetijahi.com) over 7 months, a React career platform with RIASEC-based assessments, AI-impact insights, and RapidAPI-powered job matching, onboarding ~200 users in its first month of beta and using their feedback to improve recommendation accuracy ahead of public launch.

Venue Technology Manager — **Sep 2025 – Oct 2025**

Bahrain Asian Youth Games, Bahrain

- Managed venue technology for a competition venue, supervising a Batelco engineer and a junior team member to deliver IT networks, cabling, and camera systems to project specifications and SLAs.
- Documented venue technology operations into a central knowledge base used by the help desk for consistent issue resolution.

IT Analyst — **Sep 2024 – Dec 2024**

Export Bahrain, Bahrain

- Defined requirements and drafted the RFQ for an all-in-one CRM covering Export Bahrain's exporter directory, business development pipeline, and HR management.
- Managed IT handover and day-to-day support for ~10 staff, including devices, printers, meeting-room displays, Avaya IP phones on the office LAN, and network connectivity.

Web Developer — **Dec 2023 – Feb 2024**

Sapwood Media, Bahrain

- Built and deployed a website, mobile app, and WhatsApp chatbot for a Bahrain cleaning company using WordPress, WooCommerce, and Botpress. Updated and extended Sapwood's internal systems and company website.

EDUCATION & CERTIFICATIONS

BSc Information Systems at University of Bahrain, Bahrain — **Sep 2019 – Jan 2024**

Cloud Computing at Skills Union, Bahrain — **Jan 2025 – Jul 2025**

Software Engineering Immersive Program at General Assembly, Bahrain — **Apr 2024 – Jul 2024**

Certifications (Microsoft): Azure Administrator Associate, Power BI Data Analyst, Power Platform Developer — **2021 – 2023**

Certifications (Coursera): Google Data Analytics, IBM AI Developer — **2023 – 2026**

HACKATHONS & VOLUNTEERING

- SmartCoders Hackathon, Thinksmart (2024): Designed an app connecting volunteers with ocean cleanup events.
- Be the Disruptor Hackathon, Spring Studios (2023): Proposed an InsurTech app; led team communication and presented to judges.
- Volunteer Surveyor, e-Government Bahrain (2019–2020): Conducted public satisfaction surveys on government e-services.