

# YASSINE EMHAMED

Program Analyst | IT & Systems Engineering | Digital Operations & Automation  
Silver Spring, MD | 202-446-3447 | yassine.emhamed@gmail.com | linkedin.com/in/yassine2emhamed | www.arcanedot.com

## PROFESSIONAL SUMMARY

IT-trained Program Analyst with a master's degree in IT Engineering and hands-on experience in government CRM operations, digital workflow automation, and business-IT alignment. Proven ability to manage complex programs across enterprise environments, lead digital operations end-to-end, and deliver measurable results in cross-functional teams. Founder of a digital services company. Multilingual: English, French, Arabic. Currently pursuing Pega System Architect certification.

## CORE COMPETENCIES

**Systems & CRM Operations:** Salesforce CRM administration, workflow design, data quality assurance, platform governance, audit-ready documentation, SharePoint

**Process Automation & Optimization:** Business process mapping, workflow automation, SOP development, bottleneck identification, operational efficiency improvement, no-code automation workflows

**Project & Program Management:** End-to-end program coordination, stakeholder management, timeline planning, risk escalation, cross-functional delivery, Agile, CDIO, PMP concepts

**IT & Engineering:** Software development lifecycle (SDLC), systems analysis, platform configuration, business-IT alignment, JavaScript, React, Next.js, .NET, HTML, CSS

**Digital & Platform Operations:** CMS administration, web deployment, DNS/hosting, domain configuration, email systems, content operations, publishing workflow coordination

**AI & Modern Tools:** AI-assisted workflow design, prompt engineering, automation tooling, Large Language Models (LLMs), generative AI platforms, digital productivity optimization

**Strategic Planning:** Operational roadmapping, priority management, resource planning, KPI tracking, data-driven decision support, Process Mapping, Business-IT Alignment

**Communication & Stakeholder Engagement:** Executive reporting, cross-team coordination, community-facing communications, multilingual stakeholder management, Arabic, French, English

**Tools & Platforms:** Salesforce, Microsoft 365 (Excel, Teams, SharePoint), WordPress, Oxygen Builder, Hostinger, Git, scheduling and registration systems

**Languages:** English (Fluent) | French (Fluent) | Arabic - MSA & Darija (Fluent)

## PROFESSIONAL EXPERIENCE

**D.C. Department of General Services (DGS)** | Washington, D.C.

*Jan 2025 – Present*

**Program Analyst — Facility Management Division (IT Contractor)**

- Manage Salesforce CRM operations across an enterprise environment spanning 900+ public facilities, ensuring end-to-end data integrity, workflow accuracy, and system compliance.
- Design and enforce workflow quality standards: validate documentation, approvals, photos, and invoice evidence before progression and closure at each program stage.
- Identify and resolve complex workflow blockers by isolating root causes, coordinating across internal and external stakeholders, and escalating with full documentation trails.
- Apply structured business-IT alignment: translate operational requirements into clean system actions, consistent documentation, and measurable program outcomes.
- Develop and maintain audit-ready records and activity logs to support compliance reviews, accountability tracking, and executive-level operational reporting.
- Proactively identify process inefficiencies and propose automation or workflow improvements to reduce rework and increase team throughput.

**Harri** | Remote

*Jun 2024 – Dec 2024*

**CRM Operations Analyst**

- Managed CRM platform operations supporting enterprise hospitality clients, maintaining data accuracy, workflow consistency, and system performance across accounts.
- Coordinated digital operations between technical and business teams to ensure platform stability, on-time delivery, and consistent client experience.
- Analyzed CRM data to identify operational gaps and produce structured reports supporting stakeholder decision-making and account growth strategies.
- Supported platform onboarding and configuration for new client accounts, reducing time-to-adoption through clear documentation and hands-on coordination.
- Contributed to process improvement initiatives by mapping existing workflows, identifying redundancies, and recommending automation-ready solutions.

- Provide on-call program management support during evenings and weekends, stepping in to oversee operations, staff coordination, and real-time issue resolution as needed.
- Plan and manage program logistics end-to-end: resource allocation, staff coordination, technology readiness, and participant communication.
- Maintain accurate program records (attendance, registrations, payments) with systematic audits for completeness, compliance, and reporting readiness.
- Troubleshoot real-time operational and technology issues; document resolutions to build institutional knowledge and prevent future disruptions.

KOORALIFE | Remote

Aug 2023 – Jun 2024

Digital Operations & Platform Coordinator

- Coordinated cross-team publishing workflows and operational handoffs across editorial, design, and technical teams to maintain consistent delivery schedules at scale.
- Supported platform stability by tracking operational issues, documenting system changes, and coordinating process improvements following platform updates and releases.
- Monitored content accuracy and digital asset organization; flagged issues proactively to reduce rework and maintain platform consistency across all channels.

ArcaneDot LLC | Remote

Jan 2022 – Present

Founder & CEO — Digital Services & Automation

- Founded and operate a digital services company delivering web development, AI-assisted automation, platform configuration, and IT operations support to small businesses.
- Design and implement business automation workflows for clients, reducing manual effort and improving operational consistency using modern no-code and AI tools.
- Manage full technical stack: domains, DNS, hosting environments, CMS platforms, and email systems with clean configuration tracking and zero-downtime delivery.
- Lead client engagements from requirements gathering through delivery: scoping, planning, execution, and stakeholder communication using structured engineering methodology.

ALGO Consulting — National Fisheries Office Project | Rabat, Morocco  
Project Operations Coordinator (Government Platform)

Jan 2023 – Aug 2023

- Coordinated delivery of a national government platform by managing task flow, documentation, and stakeholder communication across technical and non-technical teams.
- Translated complex government requirements into executable action plans: meeting coordination, milestone tracking, and timeline discipline across multiple workstreams.
- Validated documentation and data integrity to ensure readiness for delivery milestones in a regulated, policy-driven environment.

---

EDUCATION

M.S. Computer Science (OMSCS) — In Progress

2026 – 2028

Georgia Institute of Technology — United States

Double Degree — Master 2 (M2), IT Methods Applied to Business Management

2022 – 2023

Universite Cote d'Azur — France

Master's Degree — IT & Network Engineering (State-Certified Engineer)

2017 – 2022

The Moroccan School of Engineering Sciences (EMSI) — Morocco

Specialization: IT Methods Applied to Corporate Management

---

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Pega Certified System Architect (CPSA) | In Progress — Expected 2025

Anthropic AI Certification (Anthropic Academy) | In Progress

Salesforce Platform | Daily Professional Use — DC Government DGS

---

KEY ACHIEVEMENTS & COMMUNITY IMPACT

- Founded and scaled ArcaneDot LLC from the ground up, delivering web development and automation services to small business clients.
- Built a humanitarian donation platform after the 2023 Morocco earthquake, integrating payments and automated multi-sheet tracking for worldwide donors.
- Volunteered for two Silver Spring mosques (Masjid Haneefiya America and Imaam Center), redesigning websites and automating prayer times and community messaging.