

# HUSSAIN ALSULAISEL

## IT Payments & Robotics Process Automation (RPA)

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### PROFESSIONAL SUMMARY

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IT Payments professional with hands-on experience across banking technology operations, application coordination, and Robotics Process Automation (RPA/Blue Prism) at Gulf Bank. Skilled in production and UAT issue follow-up, service monitoring, cross-team coordination Internal/External and translating business requirements into technical action items. Background in Computer Engineering with strengths in Python, data analysis, and deep learning, combined with a track record of delivering polished reporting, trackers, and process documentation. Recognized with Gulf Bank's IT Appreciation Champion Award.

### CORE COMPETENCIES

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IT Operations & Application Coordination • Robotics Process Automation (RPA / Blue Prism) • Production & UAT Issue Follow-up • Service Monitoring & Incident Tracking • Cross-Functional Stakeholder Coordination • Business Requirements Analysis • System Upgrade & Change Testing • Reporting & Tracker Development (Excel) • Python Programming • Data Analysis • DR / Connectivity Testing Support

### PROFESSIONAL EXPERIENCE

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#### Gulf Bank — Information Technology: Process Automation

*Aug 2025 – Present*

*Full-time · Kuwait · Robotics Process Automation (RPA)*

- Support and coordinate daily IT activities across banking applications and internal technology teams within GB Tech.
- Drive Robotic Process Automation (RPA) initiatives using Blue Prism, from requirement gathering through validation, testing, and implementation.
- Monitor, test, and maintain RPA processes — including process validation, troubleshooting coordination, and version upgrade testing — to ensure smooth, uninterrupted business operations.
- Follow up on production and UAT issues with relevant internal teams and external vendors through to resolution.
- Own service monitoring, issue tracking, and closure of pending technical items across multiple RPA and IT workstreams.
- Coordinate with internal and external stakeholders to align automation and technical priorities, and identify new RPA opportunities to improve operational workflows.
- Translate business requirements into actionable technical and automation follow-up items in collaboration with business and IT teams.
- Prepare and maintain Excel trackers, status sheets, reports, and weekly follow-up documents for RPA activities and broader stakeholder visibility.
- Support system health checks, operational readiness activities, and DR / connectivity testing, including monthly drill coordination.
- Help coordinate RPA workshops and discussions with Digital Transformation and business teams to surface new automation opportunities.
- Received the I.T Appreciation Champion Award (May 2026)

#### Gulf Bank — GBT Academy / Robotic Process Automation Trainee

*Jul 2025 – Aug 2025*

*Full-time · Kuwait · On-site*

- Completed a structured technology academy program covering banking IT operations, systems, and RPA best practices, as preparation for a full-time automation role.
- Supported Blue Prism-related activities, including process validation, testing, and troubleshooting coordination during the training period.

#### Abu Fitara Co-op — Summer Training Project

*Jun 2025 – Jul 2025*

*Part-time · Abu Fitara, Mubarak Al-Kabeer, Kuwait · On-site*

- Completed a co-operative summer training project, gaining practical exposure to applied technical and operational work.

## American University of the Middle East (AUM) — International Summit on Artificial Intelligence *Mar 2023 – Apr 2023*

*Part-time · Kuwait*

- Participated in the International Summit on Artificial Intelligence at AUM, engaging with industry leaders from Amazon, Boubyan Bank, and the National Bank of Kuwait.
- Expanded expertise in AI applications, data analytics, and IT operations management, gaining insight into AI's transformative impact on banking, fintech, and technology infrastructure.

## KEY PROJECTS

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### Senior Project: Deep Learning Based Real-Time Traffic Monitoring and Vehicle Tracking *Sep 2024 – May 2025*

*American University of the Middle East · Kuwait*

- Developed a deep learning-based real-time vehicle monitoring and tracking platform for public safety.
- Integrated Automatic License Plate Recognition (ALPR) and vehicle identification features to support law enforcement operations.
- Designed an analytics dashboard to visualize traffic patterns and vehicle frequency, aiding municipal authorities in Kuwait.
- Manuscript accepted at the Future Technologies Conference (FTC) 2025.

### AI Innovation Challenge — AUM x UC Berkeley

*Apr 2025*

*Kuwait*

- Participated in a collaborative AI Innovation Challenge between AUM and UC Berkeley.
- Engaged in intensive workshops covering AI foundations, data preprocessing, and regression modeling.
- Developed hands-on skills in Weka for data mining and experimental evaluation of classifiers.

## EDUCATION

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### Bachelor's Degree, Computer Engineering

*Sep 2023 – Jun 2025*

*American University of the Middle East (AUM) · Kuwait*

## LICENSES & CERTIFICATIONS

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- I.T Appreciation Champion Award — Gulf Bank (May 2026)
- KIBS Certificate – Islamic Banking Transformation — Kuwait Institute of Banking Studies (Dec 2025)
- Certified Professional Data Analyst (CPDA) — Data Science Institute (Feb 2026)
- Blue Prism Foundation Training — SS&C Blue Prism (Jan 2026)
- Security Moments Series: The Big Phish — KnowBe4 (Oct 2025)
- Certified Professional Data Analyst Certification (CPDA) — Center for Continuing Education, American University of Kuwait (Aug 2025)
- Immersive Labs — Cyber Skills Training (Aug 2025)
- ITIL 4 Foundation Exam Preparation Course — PeopleCert (Aug 2025)
- Participant – Introduction to Python Programming Workshop — AUM (Dec 2024 – Jun 2025)

## TECHNICAL SKILLS

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Python · Robotics Process Automation (Blue Prism) · Deep Learning & Computer Vision · Data Analysis & Weka · Circuit Design & Analysis · Microprocessor Controls · Excel Reporting & Trackers · ITIL 4 Fundamentals · IT Service Operations