

RAGHAD ALQARNI

NETWORKING

Career Objective

Desirous of a role in a challenging workplace that welcomes innovative ideas and offers growth opportunities and positive environment to gain more experience that guaranteed bright future. I'm open to learn new things to advance my knowledge. I believe I can make effective contribution to the function of the company as an employee.

Experience

SUPPORT SERVICE

Smartlink - Saudi Council of Engineers SCE, Riyadh - Present
Working on the Saudi Council of Engineers project as a Customer Support, helping customers with their cases.

SUPPORT SERVICE SPECIALIST

Global Business Solutions GBS, Riyadh | 3 months
Respond to customer queries in a timely and accurate way, Identify customer needs, Update our internal databases with information about technical issues and useful discussions with customers, Follow up with customers to ensure their technical issues are resolved.

INSTITUTE OF PUBLIC ADMINISTRATION

IPA, Riyadh | 2 months
CO-OP Training | 2021
A Trainee under Networks and Operation Department.
Sections:
Networks
Virtual Environment
System
Storage
Cyber Security

Education

COMPUTER NETWORKS DIPLOMA

Institute of Public Administration (IPA), Riyadh | 2019 - 2021
GPA 4.88

ENGLISH LANGUAGE DIPLOMA

Princess Noura University (PNU), Riyadh | 2016 - 2018
GPA 4.57

Courses

- ✓ **CyberSecurity**
- ✓ **Customer Service - Professional Interaction**
- ✓ **Awareness of Cybersecurity Risks**
- ✓ **Entrepreneurial Mindset and Crisis Management**
- ✓ **Internet of Things and Promising Opportunities**

Personal information

Name

Raghad Alqarni

Birthdate

21.7.1997

Residence

Riyadh

Nationality

Saudi

Languages


 **Arabic**
Fluent

 **English**
Fluent

 **Turkish**
Good

Achievements and Volunteering

 **Saudi Council of Engineers (SCE)**
Computer Network Technician.

Volunteering
 Forum of Youth Leadership for The Institutional Volunteering (Jawdah & Ihssan) for 8 hours in Princess Nora University.





Skills & Qualifications

Skills

Microsoft office
Ubuntu Linux
Kali Linux
Fast Learner
Ability to work under pressure
Team work
Quick problems solving
Punctuality
Productivity
Research skills



Contact

 Riyadh
 0534433958
 Raghadaliq@gmail.com
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