

# NORAH MOTLAG ALHAJRI

Al Dammam ,KSA

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Major: Network technical support

## SKILLS SUMMARY

- • • • Leadership
- • • • Communication
- • • • Work under pressure
- • • • Problem solving
- • • • Time management
- • • • Decision Making

## Technical Skills

- Hardware troubleshooting and maintenance
- Operating system installation and configuration
- Hardware\ software installation and troubleshooting
- System administration
- Networking setup and configuration

## LANGUAGES

Arabic 

English 

## OBJECTIVE

A hard worker and ambitious IT personnel, I am an enthusiastic individual who is passionate about starting my career path, looking to get a job in a reputable organization and big names in the Information technology industry.

## TRAINING EXPERIENCE

Intern, Eastern Province Amana | Jul 2019 - Aug 2019 | Dammam, KSA

- Contacting clients in regard to updating their details and Answering their queries as well
- Participating in the system developments by suggesting adding a new feature to it. Also presenting multiple presentations to explain the mechanism of it to other employees
- Creating an ID number for each File on the System and linking them to the database by coding and programming

## EDUCATION

DIPLOMA IN IT-NETWORK TECHNICAL SUPPORT | ITC-INTERNATIONAL TECHNICAL COLLEGE Sep 2017 - May 2020 | AL Khobar-KSA (GPA: 4.67/5)

### Technical Projects Completed as a Part of Course Modules:

- Employ-ability Skills Project
- Installing and upgrading operating systems
- Managing System Security
- Troubleshoot software related problems
- Prioritizing information technology change requests
- Providing professional client support
- Implementing maintenance procedures
- Providing technical instructions
- Identifying, evaluating, and applying current technologies
- Designing and administering a network operating system
- Installing and managing a wireless network
- Installing and managing a network server
- Reviewing and maintaining network system performance

GENERAL SECONDARY CERTIFICATE | FIRST HIGH SCHOOL

2014 - 2016 | An Nabiyah - KSA GPA High School: 80.3% | General score: very good

## COURSES and WORKSHOPS

- Introduction to Cyber-security | Cisco - Aug 2020
- Introduction to Internet of Things | Cisco - Aug2020
- Classification and information protection policy | Attaa Digital - Jun 2020
- Human resources planning | Ethrai - Jun 2020
- Financial Accounting Principles | Ethrai - Jun 2020
- Administrative leadership | Ethrai - Jun 2020
- The basics of information security | Ethrai - Jun 2020
- Isil Infrastructure Library Basics | Ethrai - Jul 2020
- Internet of Things with Python Programming | Udemy - August 2020 Introduction to
- Embedded Systems | Attaa Digital - Jul 2020
- Linux Essentials | Cisco - Aug 2020

## Reference

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