

Roaa Sultan

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[🌐 LinkedIn](#) | [🌐 Portfolio](#)

## PROFESSIONAL SUMMARY

Emerging Software Developer with hands-on experience in building and enhancing electronic systems using ASP.NET, implementing CRUD operations, and integrating data with user-friendly interfaces. Contributed to academic and professional projects including a comprehensive clearance system at King Fahad Medical City and family management platforms for web and Android. Proficient in HTML, CSS, JavaScript, C#, Python, Java, and SQL. Skilled in IT support, remote technical management, and cross-functional collaboration.

## PROFESSIONAL EXPERIENCE

SMARTCAT COMPANY

IT Department Manager (Remote)

Feb 2024 – Nov 2025

- Directed IT operations and provided remote technical support to clients.
- Supported the development and execution of digital projects.
- Resolved technical issues on web platforms and ensured service continuity.
- Participated in virtual team meetings and delivered periodic performance reports to management.

King Fahad Medical City

Tamheer Trainee – IT Technical Support & Systems Developer

Riyadh | Jan 2025 – Present

- **Technical Support & Systems Maintenance:** Providing frontline IT support within a large-scale medical IT environment, troubleshooting system issues, and ensuring the operational continuity of critical healthcare applications.
- **Reporting & Documentation:** Designed user-friendly interfaces and automated the generation of structured operational reports in PDF and Excel formats to enhance decision-making and audit readiness.
- **User Experience & System Optimization:** Contributed to improving system usability and performance through continuous feedback integration, interface refinements, and workflow automation initiatives.

## King Fahad Medical City

Cooperative Trainee – Full-Stack Web Developer  
Riyadh | Jan 2025 – May 2025

### Electronic Clearance & Permit Management System

- Developed a full-scale electronic clearance system using ASP.NET to manage permits and approvals.
- Implemented CRUD OPERATIONS and integrated data across multiple modules for seamless workflow.
- Designed intuitive user interfaces and automated the generation of structured reports in PDF and EXCEL.
- Enhanced system efficiency by AUTOMATING ADMINISTRATIVE PROCESSES and improving overall user experience.

### Family Management Platform (Web & Android)

Princess Nourah University | Full-Stack Development

- Built a COMPREHENSIVE FAMILY MANAGEMENT SYSTEM with synchronized WEB and ANDROID platforms.
- Developed features for EXPENSE TRACKING, SHARED TASK MANAGEMENT, FAMILY CALENDARS, and REAL-TIME NOTE SHARING.
- Integrated a DYNAMIC CALENDAR that syncs across devices to manage appointments, important dates, and family activities.
- Ensured FULL DATA SYNCHRONIZATION between platforms, providing a COHESIVE USER EXPERIENCE and improving family coordination.

## Aloha Spa

Receptionist & Administrative Support  
Riyadh | Apr 2023 – Jul 2023

- Welcomed clients and managed daily appointments efficiently.
- Responded to inquiries and resolved administrative issues.
- Managed company social media accounts and online engagement.
- Coordinated booking and scheduling processes to enhance service flow.

## PROJECTS

Clearance System

Family Management Platform (Web)

Family Android Application

Roaahub – Smartcat Product 2025

## SKILLS

### TECHNICAL SKILLS:

HTML | CSS | JavaScript | C# | Python | Java | SQL | ASP.NET | Microsoft Office Suite

### PROFESSIONAL SKILLS:

System Development | IT Support & Troubleshooting | Project Coordination | Small-Scale Project Management | Client Relations Management

### PERSONAL SKILLS:

Time Management | Team Collaboration | Analytical Thinking & Problem-Solving | Effective Communication

## LANGUAGES

- ARABIC: Native
- ENGLISH: Advanced

## EDUCATION

DIPLOMA IN COMPUTER SCIENCE – PROGRAMMING

Princess Nourah bint Abdulrahman University (PNU) | 2025

## COURSES & CERTIFICATIONS

- English for IT 1 | Cisco Networking Academy & Open EDG | Nov 2024
- Training Certificate | King Fahad Medical City | Jan–May 2025
- Effective Communication in the Workplace | King Fahad Medical City | Feb 2025
- GSO Program Certificate | King Fahad Medical City | Feb 2025