

# ASMAA SABEEH ALABDULHADI

▪ 66107938 ▪

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## PROFESSIONAL SUMMARY

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A highly motivated detail-oriented Computer Engineer who finds joy in research. Helped improve IT services by utilizing data collection and proper documentation. Established skills such as organizational, time management and problem-solving when working as a system admin and in technical support. Received positive feedback when training administrations and assisting the former department supervisor.

## EDUCATION

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### KUWAIT UNIVERSITY

#### *Masters in Computer Engineering*

- Thesis: “Enhancing the User Experience of Self-Learning Mobile Interface Design Using a Simulator-Based ITS”. Supervisor: Dr.Maha Faisal.
- Participated in research under the guidance of Dr. Maha Faisal resulting in a joint journal publication in Education and Information Technologies 2021.

#### *Bachelors in Computer Engineering*

- Capstone Project: Voice-Controlled Hand.

## WORK EXPERIENCE

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### MINISTRY OF HIGHER EDUCATION

#### *Employee Academic Accounts System Administrator* (2020 – Present)

- Documented the role for future admins describing their responsibilities, software usage with detailed explanation, and potential issues with suggested solutions.
- Coordinating annually with cultural offices and head department administrators to keep the database updated with recent accounts statuses, in regard to retired and resigned employees.
- Analyze and resolve issues faced by the employees by 85% to help them keep up with their customer demands in a timely manner.
- Maintain and manage employee accounts to ensure each account is provided with the proper credentials and is working flawlessly.

#### *Secondary Translator for IT department* (2022 – 2024)

- Provided quality control for documentation translations for the department to ensure clarity and correctness of the translations.

#### *SharePoint Trainer for Department Admins and Delegated Employees* (2018 – 2019)

- Prepared all the material for the training sessions, including PowerPoint presentation and the tool demonstration, followed by Q&A.
- Trained administration on site, concentrating on utilizing SharePoint for making websites and integrating them with existing Microsoft 365 users.
- Supervised the scheduling of the training program.

#### *IT Governance Practices and Standards Management Assistant* (2017 – 2019)

- Aided department supervisor in documenting and implementing IT strategy in accordance with ISO/IEC 27001 standards, which helped in standardizing current IT processes.

## ***IT Technical Support for Scholarship Registration System*** (2014 – 2020)

- Provided technical support through face-to-face and phone for students, achieving a 90% customer satisfaction rate.
- Assisted high volume of students during scholarship seasons in resolving complex software issues to avoid escalation to the higher management by 80%.
- Collected data on issues faced by students and proposed solutions to the management, which helped reduce the number of issues when some were implemented.
- Analyzed problems, wrote tickets, and delegated them to proper authorities, maintaining a smooth workflow.

## **SKILLS**

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### **Language**

- Competent English language proficiency.

### **Research**

- Experience with Mendely, LaTeX, Google Scholar and MS Word research-related functions.

### **Technical**

- Novice Web development knowledge (HTML, CSS, JS and MySQL).
- Familiar with C++, Python, Matlab.
- Novice Robotics and Arduino (simulation only using Proteus) knowledge.
- Novice 2D game development knowledge (Godot Engine, Piskel tool and Lua language).

### **Other skills**

- Intermediate level in MS 365 suite (Word, PP, Outlook, SharePoint, Excel, Teams).
- Basic knowledge of instructional design.

## **PUBLICATIONS**

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- **Alabdulhadi, A., & Faisal, M.** (2021). Systematic literature review of STEM self-study related ITSs. *Education and Information Technologies*, 26(2), 1549-1588.
- Alrushood, H., Abed, S. E., & **Alabdulhadi, A.** (2023, August). Improving Energy Consumption in Content-Addressable Memory Through Precomputation. In *2023 International Conference on Information Technology (ICIT)* (pp. 68-72). IEEE.
- Awad, M. K., Rafique, Y., Alhadlaq, S., Hassoun, D., **Alabdulhadi, A.**, & Thani, S. (2016, December). A greedy power-aware routing algorithm for software-defined networks. In *2016 IEEE International Symposium on Signal Processing and Information Technology (ISSPIT)* (pp. 268-273). IEEE.

## **PROFESSIONAL DEVELOPMENT**

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| • Completed “The complete Instructional Designer course”   Udemy                      | 2025 |
| • Attended “The 2 <sup>nd</sup> Kuwait IT Governance, Risk & Compliance Forum”   CAIT | 2019 |
| • Completed “Microsoft OpenHack Machine learning” workshop   Microsoft                | 2019 |
| • Completed “Vulnerability-Assesment-Pentration Testing” workshop   HackIT            | 2019 |
| • Completed “Entering and Manipulating Data Using SPSS” workshop   KUNIV              | 2018 |
| • Completed “Dev ASP.NET MVC 4 Web Application” course   Info Center                  | 2017 |
| • Completed “Certified Ethical Hacker” course   Info Center                           | 2016 |
| • Completed “Managing Enterprise Information Security” course   Info Center           | 2016 |
| • Attended “أفضل الممارسات الذكية للحكومات العربية” seminar   CAIT                    | 2015 |
| • Attended “7th Info Security Forum”   Promedia                                       | 2015 |