

Profile

A highly motivated Computer Science graduate with hands-on experience in application support, including troubleshooting system issues, monitoring performance, and ensuring service continuity Skilled in C#, SQL, with strong problem-solving and communication abilities Eager to contribute to system reliability and continuous improvement in a professional environment.

Education

Bachelor's degree in computer science

Aug 2021- Jun2025

Princess Nourah Bint Abdulrahman University

Experience

Computer Engineer – Application Support and Operations |Tamheer, MOFA

Aug 2025 -Present

-Supported day-to-day IT operations, ensuring system availability, performance, and service continuity.

-Provided user support for internal applications and systems, resolving technical issues and handling level 1&2 troubleshooting.

-Monitored server and application performance using monitoring tools to detect.

-Tested and validated API connectivity using Postman to verify system integrations.

-Assisted in application releases and coordinated with developers to ensure successful deployment.

Full Stack web developer | Coop Training, King Fahad Medical City

Jan2025- Apr 2025

- Gained hands-on experience in web development using C# as the core programming language, along with NET Framework, ASP.NET, and SQL Server for backend and database management.

Project

PluseXPert (Graduation Project) - Figma, SQLite, Python, Proteus, Arduino

Developed a smartwatch system to independently measure blood pressure using machine learning, offering real-time data, personalized insights, and early alerts to improve healthcare accessibility.

Award: Best Paper Award, SOMET 2025 – The 24th International Conference on Intelligent Software Methodologies, Tools and Techniques -Kitakyushu, Japan

Certificates and Courses

Troubleshooting Web Applications and APIs

Women in Tech Program

Database Foundation

Udemy-2025

Zain KSA -2025

Oracle-2023

Skills

Technical skills:

- Programing Language: C#, SQL

- Troubleshooting &User support (L1&L2)

- Microsoft Office

Soft Skills

- Communication skills

- Time Management

- Teamwork

Languages:

- Arabic

- English