

# Raghad Ismail Abdullah

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## Profile

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Recent **Cybersecurity graduate with First-Class Honors** from King Abdulaziz University. Strong foundation in IT support, system administration, and network security. Skilled with tools like Wireshark and Nmap, and passionate about applying knowledge in threat analysis, incident response, and enhancing organizational cybersecurity. Motivated, quick learner, and ready to contribute effectively to an IT or cybersecurity team.

## Education

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**Diploma in Cybersecurity ( GPA: 5/5),**  
*King Abdulaziz University* 01/2024 – 01/2026  
Jeddah, Saudi Arabia

## Certificates

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- Networking Devices and Initial Configuration – Alaraab Higher Institute, Cisco Networking Academy Program
- Cybersecurity Incident Response Analysis – Misk Foundation & STC
- Workshop: User Security Tools Awareness – Al-Amlaj Charity Association, July 2025

## Professional Experience

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**IT Trainee, SERB Group** 09/2025 – 11/2025  
Medina, Saudi Arabia

- Performed hands-on technical support tasks including PC setup, Windows installation, configuring essential applications, printer setup, and adjusting workstation settings.
- Managed user accounts and access permissions through Active Directory.
- Gained familiarity with internal systems, device management tools, communication platforms, and IT infrastructure used within the organization.
- Acquired training experience in computer networking, including learning how to configure routers, switches, firewalls, and storage systems such as NAS and SAN.
- Trained on configuring network devices such as the MikroTik Router and integrating them with other network components.
- Observed and learned authentication configurations and Microsoft admin portal management.

## Skills

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### Technical Skills

- Network Configuration & Security
- Wireshark, SIEM knowledge
- Linux Basics
- Microsoft Office
- Python basics
- Technical Support

### Soft Skills

- Problem-Solving
- Teamwork
- Communication & Reporting
- Time Management
- Adaptability
- Analytical Thinking

## Languages

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- Arabic – Native
- English – Proficient