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# Wafa Aldalbah

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**LinkedIn:** <https://www.linkedin.com/in/wafa-aldalbahi/>

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## PROFESSIONAL SUMMARY

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Energetic and adaptable individual with natural ability to communicate effectively and solve problems. Possesses foundational understanding of customer service principles and technical troubleshooting, coupled with strong analytical and organizational skills. Capable of making positive impact by providing efficient and friendly support.

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## SKILLS

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- Help desk experience
- Network support
- Printer support
- Mobile device support
- System administration
- Virtualization technologies
- Linux administration
- Ticketing systems
- Technical troubleshooting
- Software installation
- IT documentation
- Software updates
- Server maintenance
- Hardware configuration
- Active directory
- Operating systems
- Customer service
- Analytical thinking

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## WORK HISTORY

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**IT Desk Support Intern**, 01/2014 - 04/2014

**Princess Nourah Bint Abdulrahman University** – Riyadh, Saudi Arabia

- Reduced downtime for employees by quickly troubleshooting hardware and software problems.
- Provided exceptional customer service when responding to help desk requests, maintaining professionalism at all times.
- Assisted users in navigating complex technical issues, fostering a positive experience with company technology resources.
- Enhanced system performance by regularly updating software and conducting routine maintenance checks.
- Used ticketing systems to manage and process support actions and requests.

- Configured hardware, devices, and software to set up work stations for employees.
- Diagnosed and troubleshoot hardware, software and network issues.
- Responded to customer inquiries and provided technical assistance over phone and in person.
- Gained hands-on experience in various software programs, increasing proficiency and expanding technical skill set.

## EDUCATION

**Master of Science: Computer Science, 02/2022**

**Imam Muhammad Ibn Saud Islamic University - Riyadh, Saudi Arabia**

GPA: 4.27

- Thesis Statement: High-performance and Secure Software Implementations for Elliptic Curve Cryptosystem.

**Bachelor of Science: Computer Science, 05/2014**

Princess Nora Bint Abdul Rahman University - Riyadh, Saudi Arabia

GPA: 4.51

- Degree Awarded with Second Class Honor

# LANGUAGES

Arabic:

Bilingual or Proficient (C2)

English:

### Advanced (C1)

## TRAINING

- AlKholeej Training - CompTIA Network+
- Coursera - Digital Forensics Essentials (DFE)
- Global Knowledge Training - CompTIA Security+
- Learning Space - EC council certified encryption specialist
- Misk Foundation and STC - Virtual Work Experience for cyber security incident analysis
- Global knowledge training - CompTIA CySA+ Cybersecurity analyst
- Digital knowledge company -IT Risks Management
- Learning Space - Data analysis
- Learning Space - Power BI
- IBM skillsBuild - project-based learning programme in Data Analysis
- SDAIA T5 bootcamp in data science and AI

## CERTIFICATIONS

- CompTIA Security+
- Ec-council computer hacking forensic investigator (chfi)

- AWS Certified Cloud Practitioner

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## PUBLICATIONS

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- Publication Title : Improved Software Implementation for Montgomery Elliptic Curve Cryptosystem , URL : Improved Software Implementation for Montgomery Elliptic Curve Cryptosystem.
- Publication Title : A Low-Cost and High-Performance Cryptosystem Using Tripling-Oriented Elliptic Curve , URL : A Low-Cost and High-Performance Cryptosystem Using Tripling-Oriented Elliptic Curve