

KHOLOUD ALJAHDALI

IT Specialist

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OBJECTIVE

To obtain a full-time position with a new direction and challenge, seeking to continue the use of my knowledge and skills in the management information system area. With a solid background in Quality Management System, Process Development, Business Analytics, Data Analysis & Visualization.

EXPERIENCE

IT Specialist

IHCC

01/2022 - Present Jeddah, Saudi Arabia

- Serve as the principal administrative contact and liaison with IT vendors on behalf of the department.
- Supported over 150+ employees help desk issues on a daily basis.
- Serve as the principal administrative contact and liaison with IT vendors on behalf of the department.
- Work with HR to coordinate in planning, arranging and delivering the trainings to the staff in order to Improve the skills.

Operations Officer

VFS Global Visa Centre

05/2018 - 12/2021 Jeddah, Saudi Arabia

- Welcoming and greeting customers.
- Checking the documents and complete the embassy requirements and submission of the visa application.
- Make a report for how many passports were received and collected from the France embassy.

Internship Program (Administrative Assistant)

Royal Commission Medical Center

09/2016 - 12/2016

Yanbu, Saudi Arabia

Quality Management and Planning Department

EDUCATION

B.Sc. Management Information System

Yanbu University College

Yanbu, Saudi Arabia

- Senior Project:** Creating a front page using programming language to solve the quality department and other departments' problem.

CERTIFICATION

Business Analytics

Udacity- SDAIA

10/2021 - 12/2021

Front End Web Developer Nanodegree Program

Udacity- Misk Foundation

11/2017 - 02/2018

Integrated Business Process with SAP ERP (TERP10)

University of Duisburg-Essen 11/2016 - 03/2017

LANGUAGES

English

Proficient ●●●●●

Arabic

Native ●●●●●

INTERPERSONAL SKILLS

Communication

Teamwork

Leadership

Time Management

Computer Skills

COMPUTER SKILLS

Programming Languages:

JavaScript

HTML

CSS

PHP

MYSQL

Software / Applications:

Microsoft Office

SAP

Google Analytics

Tableau

SQL

ACTIVITIES & VOLUNTEER

Member - Ata'a Club

Yanbu University College

03/2015 - 10/2016 Yanbu

- Volunteer work on and off the campus and getting more than 50 hours.
- Planning and organizing graduation Parties.