

Raghad Alsubhi

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EXPERIENCE

System Administrator

Oct 2022 – Present

Rabigh Power Company - RPC.

Rabigh, SA

- Centralized user and rights management in Active Directory, Manage the Microsoft 365 users.
- Deploying firmware, driver, operating system (OS), and application updates to computing endpoints in patch management.
- Format and clean install Windows.
- Take a variety of remediation actions, including encrypting, redirecting, quarantining, and even blocking in McAfee DLP.
- Configures hardware and software, software installation and maintenance
- Monitor, control and maintain devices connected to the network.
- Remote connection to Server from a Local Windows Computer, connection to the server locally.
- Responded to support requests from end-users through basic troubleshooting

Technical Support Trainee

Aug 2022 – Oct 2022

Rabigh Operation and Maintenance Company - ROMCO.

Rabigh, SA

- Create a Purchase Request, Follow up on the PR in SAP S/4HANA
- Creation of a service tracker Excel sheet of the PRs and a dashboard to summarize and appear the PR in statistics to easily track.

EDUCATION

King Abdulaziz University

2018 - Jun 2022

Bachelor of Information Technology; Major's track (Network Administration and Security).

OTHER

- **Technical Skills:** ManageEngine, Microsoft 365, McAfee, Remote Desktop connection.
- **Certifications & Training:** Google Clouders Program, Network Defenses, Network Essential, Cyber Security Essential, Petro Rabigh Summer Training Program.