


# SARA ABDULRAHMAN ALAMR

 **Address:** Riyadh, Saudi Arabia

 **Phone:** +966 (53) 360 1620

 **Email:** [Sara.A.Alamr@gmail.com](mailto:Sara.A.Alamr@gmail.com)

 **LinkedIn:** [linkedin.com/in/sara-alamr](https://www.linkedin.com/in/sara-alamr)

---

## OBJECTIVE

"Support and strengthen lines of communication between Organization and consumers to improve The ability for communicate through technology " .

---

## EDUCATION

08/2015 - 03/2020



**Bachelor Degree of Information Technology** | College of Computer Science. |Princess Nora Bint Abdulrahman University.

GPA: 3.95

---

## WORK EXPERIENCE

12/2021 - present



**Computer Programmer | Ministry of Energy project for operation & Maintenance IT Department**



Responsibilities:

- Analyze and classify problems & changes by work with information technology and digital transformation departments to escalate Problems and implement Change Requests.
  - Working with all departments, sections and work teams to reflect changes and ensure that policies and procedures are applied to change requests are free from any risks to the technical environment.
  - Managing and presenting Change Requests to the CAB and ECAB, taking approvals, recommendations, and working on reversing them with work teams inside and outside the ministry.
  - Technical support for the IT service management system assisted BMC Remedy\* Service now ITSM.
-

11/2020 - 12/2021



### IT Officer | Gulf Finance Company

Responsibilities:

- System administration of Windows servers, Active Directory, servers, mail server, VMware, Moody's RA, Flexcube Core Banking, E-Business Suite, Anti-virus and other related applications.
- Performs technical troubleshooting and problem resolution involving: Desktop Operating Systems, LAN & WAN network connectivity, Printers, Password issues & User Administration.
- Handle purchasing of IT hardware, software and vendor management,
- Install and configure computer hardware, software, systems, networks, printers and scanners.

### COOPERATIVE TRAINING

06/2019- 07/2019

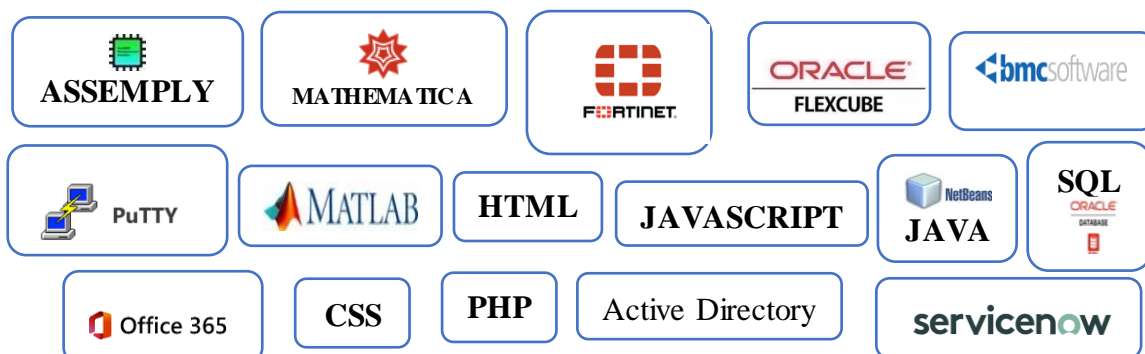


### IT Officer | Ministry of Economy and Planning (MEP)

Working on all IT departments in the Ministry Technical Support, Information Security and Application department.

### SKILLS & ABILITIES

#### COMPUTER PROGRAMS & PROGRAMMING LANGUAGE:



#### LANGUAGES:

- Arabic.
- English.
- Beginner in sign language.

## ACCOMPLISHMENT & TRAINING



- Developing soft skills for the employees , Training Course,2021
- Cyber case of the fourth quarter Training Course 2021
- AML and CFT Awareness Session,2021
- IT Helpdesk at Al Alamiya for Cooperative Insurance Company, part time job,2020.
- Training in minatory of Health , Volunteering Program, 2020
- DNA Cryptography Algorithm (GRADUATION PROJECT),2020.
- Cyber Security Momsha'at Training Course,2020.
- MISK Future Path Career Essentials program,2020.
- Information Security training Program(Comp Tia Security+), 2019.
- Success skills in the work environment workshop 2019.
- Governance - To ensure Information technology and management are in-line with agreed strategy and policy. To ensure that policy and strategy is in compliance with government legislation and standards in Saudi Arabia.
- Play a supporting role in rolling out new applications/systems.
- Overseeing, managing and supervising all technology operations of IT and evaluating them according to established goals and driving efficiency through the use of technology.