

Nour Mohammed Ahmed

CONTACT

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WORK EXPERIENCE

International Technical Female
college at Makkah ,operated by
Niagara college
IT Specialist (Remote Support)

Jun 2021 — Sep 2021

International Technical Female
college at Qatief, operated by
Lincoln College
IT Manager

Nov 2017 — Sep 2020

- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Set and maintain the department key performance indicators.
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness
- Quality assurance of the IT department operations.

International Technical Female
college at Al-Ahsa ,operated by
Niagara college
IT Supervisor

August 2017 — Nov 2017

Support IT operations of the college by working with internal and external stakeholders, provide staff training on newly installed software and programs, and working collaboratively with other departments. Develop and document procedures as well as provide hardware and software support.

- Responsible for establishing the IT objectives of the campus and managing the entire IT functionality
- Assist top management in the preparation and validation of project budgets
- Responsible for running department daily operations, staff organization, and task assignments
- Responsible for planning, evaluating and selecting new hardware and software
- Manage small ,short-duration or long-duration projects in addition to exams

International Technical Female
college at Al-Ahsa ,operated by
Niagara college
IT Specialist

Feb 2017 — August 2017

- Install and maintain computer hardware/software and other equipment for administrative, academic, student and support staff, providing technical support for computer-related and other equipment problems
- Recommend upgrades or patches for both applications and equipment
- Provided technical support and guidance to users
- Identified problems and related issues, analyze the behavior of issues in comparison to what is needed

- Diagnosed, troubleshoot and document related problems
- Assisted in planning, evaluating and selecting new hardware and software

International Technical Female
college at Al-Khobar ,operated by
Interserve

October 2014 — October 2016

IT support Engineer

- Administrator of Office 365, including: Share Point, OneDrive, Skype for Business, and supporting sites.
- Administrator of the staff attendance and Learning Management systems.
- Joined company's PCs, Thin Clients, and laptops to the Company Domain and rolled-out all applications.
- Supported 33 labs, which included: monitoring and maintaining thin client issues within the labs.
- Maintained the Printing Server in short repair troubleshoot and repair time.
- Investigated, diagnosed, and solved software and hardware faults
- Team lead for the Active directory, which included: setting up new users' accounts and profiles; disabling expired accounts in accordance with the HR requirement; adding, maintaining, and removing objects within Active Directory.
- Established and published Helpdesk policies, which was promoted and continuously used until today.

International Technical Female
college at Al-Khobar ,operated by
Interserve

July 2014 — October 2014

Capita Systems Administrator- Data Management department

Rawabi Holdings

June 2014 — July 2014

Software Engineer- Research & Development Intern

King Abdul Aziz schools

November 2013 — December 2013

Software trainer (Instructor of Computer Science) Intern

EDUCATION

Bachelor degree Information
Technology & Computing Science
Science

September 2009 — May 2013

Arab Open University

ITIL course

Managing Safely -IOSH