Aya Abdulal

Information technology and computing

📅 17/10/1989 👤 single

✉ ayahabdulal@gmail.com

📞 0567077030

📍 Dhahran

🌐 Saudi

SUMMARY

A motivated individual with a dynamic personality and excellent communication skills who Likes to work with teams to achieve challenging objectives. Pays attention to details with commitment to excellence and not to be afraid from taking responsibilities with accountability for the results.

WORK EXPERIENCE

Technical support services
2015 - Present -

Arab Open University

📍 Dammam

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Supporting helpdesk system via livechat , email and phone .
- Follow-up and maintain computers peripherals.
- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Supporting the roll-out of new applications.
- Prepare reports on maintenance operations as needed.
- Training new employees in the department.
- Training student for IT internal program.
- conduct technical workshop if needed.
- Setting up accounts for new users.
- Preparing online meetings.

Admin assistant to the IT department
2012 - 2015

Arab Open University

📍 Dammam

- Prepare and edit documents.
- Maintain databases and filing systems.
- secretary tasks (answering phone calls, handling emails, maintain calendar and plan meetings).
- In charge of preparing the IT department exams period.

Educational sources coordinator
2011 - 2012

Arab Open University

📍 Dammam

- Answering student's inquiries.
- Using AOU system in handling the academic books to both students and tutor.
- Responsible of doing the annual books inventory.

EDUCATION

Bachelor degree of Information Technology and Computing

Arab Open University

📍 Dammam

Graduation year : 2015

PERSONAL SKILLS

- Dealing with computer application such as Microsoft word , Outlook , PowerPoint , Excel , Access , etc.

- Learn and improve myself periodically.

- Work in team spirit.

- Rapid adaptation with work environment.

- I am familiar with C++ , JAVA and HTML.

- Ability to deal with other and good communications.

- Ability to bear work pressure.

LANGUAGES

English ●●●●●   Arabic ●●●●○

VOLUNTEE AND TRAININGS COURSES

- ITIL4 Foundation
Oct **2022**

Ministry of Communications and Information Technology (Global Knowledge)

25/10/2022 to 27/10/2022

- Data Analysis With Tableau
Jul **2022**

Ministry of Communications and Information Technology

26/6/2022 to 30/6/2022

- Oracle Database Developer SQL
Dec **2021**

Technical And Vocational Training Corporation.

Training hours : 24 hours in 8 days.

- Certified Secure Computer User (CSCU)
Oct **2021**

At AOU.

- CompTIA Security + Certification (SY0-601)
Mar **2021**

New Horizons Computer Learning Centers.

Course Duration: 5 Days.

- Cisco level 1
Apr **2021**

Alkhaleej Training and Education.

Training hours : 55 hours for 30 days.

- Cisco level 2
May **2021**

Alkhaleej Training and Education.

Training hours : 55 hours for 30 days.

- Volunteer for GDG (Google Developers Group)
Mar **2013**

HOBBIES

🏊 Swimming   🛋 Reading   🎨 Drawing