

JUMANA NASSER AL-MAGHRABI

PERSONAL INFORMATION

- Email : j.almaghrabi@hotmail.com
- Date of Birth: 26-8-1994
- Mobile : +966547390209
- Gender: Female
- Nationality: Saudi
- Marital status: Single

CAREER OBJECTIVE

To obtain a full time position in a respectful establishment that enables me to grow while meeting the corporation's goals.

EDUCATION HISTORY

- 2015 – 2020 **Bachelor of (Information Technology)**
GPA 2 out of 4 (Saudi Electronic University).
- 2012-2015 **Higher Diploma of (Information Technology)**
GPA 3.8 out of 5 (Dammam University).

WORK EXPERIENCE

AL-ETIHAD Co-operative Insurance Co IT Support officer Dammam,KSA **2020-Present**

- Solving the most of problem related of IT in MEDICAL, MOTOR and AIMS system.
- Working with “Manege Eng” to receive and solve all the Employee requests.

NAFISCO Company IT officer Dammam,KSA **2017-2018**

- installing and configuring computer hardware, software, systems, networks, printers and scanners.
- planning and undertaking scheduled maintenance upgrades.
- set up new users' accounts and profiles and deal with password issues.
- investigating, diagnosing and solving computer software and hardware faults.
- repairing equipment and replacing parts.
- obtaining replacement or specialist components, fixtures or fittings.

- checking computer equipment for electrical safety.
- maintaining records of software licences.
- managing stocks of equipment, consumables and other supplies.
- manage company social media.

Shabakah Net Company IT Support Specialist (Taqat Project – Elm Company) Dammam,KSA 2015 – 2017

- I provide technical support to staff at branch Dammam (ladies) .
- I solve software and hardware problems , maintenance and format PCs.
- Installing programs and solve issues on : Microsoft office , Client Antivirus , problems internet , Mail program OUTLOOK .
- Search , save and backup for recording calls on the system DGVOX Built-on Server when needed.
- Dealing with printers , scanner and solving most of the problem .
- I check and fix issues on STC lines , Cables network.

TRAINING COURSES

- **How to Protect Your Mobile Phone Privacy, E-training course (webinar) – SEP 2019.**
- **How to build a personal website, Course for 2days (Attaa_SA) – JUL 2019.**
- **Cyber Security, E-training course (Saudi Digital Library) – JUL 2019.**
- **IOS App Development ,E-training course (webinar) – JUL 2019.**
- **Saudi Labour Law Principles, Workshop –SEP2016 .**
- **Customer Service &Communication Skills ,Workshop- OCT 2016.**
- **Skills Of Passing Interviews, Workshop – OCT 2016.**
- **Work Ethics ,workshop – NOV 2015.**
- **Job Fair at Dammam University - MAR 2015.**
- **Saudi Aramco, Seminar at University of Dammam - FEB 2015.**
- **Time Management, Workshop Dammam – MAR 2014.**
- **Participating In The Student Community Activities at University - OCT 2013.**

SKILLS AND ABILITIES

- **Languages: English (spoken and written).**
- **IT Applications.**
- **Communication skills.**
- **The ability to work well in a team.**
- **Enthusiasm for continual learning**