Nura Dawood AlDawood

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Summary

Tech savvy and goal-oriented Information Management Graduate with the ability to quickly learn new software and hardware attributes, prioritize, contribute, and think strategically and interactively to tackle complex projects. The graduate work was primarily focused on data analysis and modeling, to support business decision processes.

Education

University of Dammam, Dammam, Saudi Arabia   August 2007 – January 2012
Bachelor of Science in Management Information Systems   *4.6 GPA*

Professional Qualifications

- Change Management
- Problem Solving Skills
- Customer Acceptance
- Visual Basic, Java, HTML
- Customer Relationship Management
- Project Management
- MIS leadership
- Communication Skills
- Workflow Analysis
- Microsoft Office Suite Including: Word, Excel, PowerPoint, Access, & Visio; QuickBooks; ACL, PeopleSoft
- Microsoft Azure DevOps
- Cisco Networking Devices, Configuration and best practices, UML, SQL, Tableau Desktop

Professional Experience

Azure Network Systems Consultant   September 2018 – February 2022
CellTrust Corporation   *Arizona, United States*

- Worked in the Customer Support and Quality Assurance division. I dealt with data coming in from customers and QA engineers to decipher patterns in CellTrust SL2 software behavior, its flaws and issues. These patterns helped CellTrust address issues in the design and flow of the software.
- Gathered support issues from customers and delivered solutions back to them. I was able to recognize problems when they were at early stages and implement solutions proactively.
- Developed technical competencies such as Big Data analysis, coding and programming, QA automation, project management and social media management.
- Engaged in the conceptual design and discussion of CellTrust's reporting module. This module relies on statistical data, and Data Lakes.
- Utilized Azure DevOps for QA task management, developer stories and task for new features, test case management, standups, and documentation in wiki.
- Utilized Azure Application Insights by writing queries for tracing of logs and troubleshooting issues using alerts.
- Queried Azure SQL databases in the QA process.

Computer Programmer & Human Resources Manager (Promoted from Assistant)   September 2012 – July 2015
Abdulla Rashid Dossary & Partner Company   *Khobar, Saudi Arabia*

- Rotated between most of the departments including Human Resources, Accounting & Finance, Information Technology, Public Relations and Maintenance & Operation.
- Communicated and managed information effectively between different departments that led to a high-efficiency operation and high customer satisfaction.
- Enabled the continual development of the company as a whole through increasing efficiency and collaboration.
- Reviewed the Maintenance & Operation department ensuring that all maintenance information was accurate and fully compliant with the Maintenance Material Management system.
- Took care of the automotive division and gave a daily report of the list of drivers and the cars or trucks and gave a monthly report of the status of all cars which illustrated the car's condition, maintenance movement, and report on vehicle documentation that is required to renew the validity of the documents.

- Created *Car Management and Expenses System* to facilitate and speed up the work.
- Promoted to Manager after one year based on proven leadership and communication skills.

Human Resources Assistant   July 2010 – August 2010
Aramco Summer Training Program for College Students   *Dhahran, Saudi Arabia*
- Administered the requests of General Organization for Social Insurance by organizing files and collecting data to be entered into the computer.
- Communicated with applicants telephonically.
- Managed application changes and scanned documents into database.