Renad H. Mokhtar

PERSONAL INFO

Date of birth
17/05/1994

Nationality
Saudi Arabian

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Jeddah, Saudi Arabia

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renadmok@gmail.com

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LINGUSTIC SKILLS

o **Arabic**
Native.

o **English**
Excellent in speaking & writing

SOFT SKILLS

o **Public Speaking**
o **Problem Solving**
o **Self-Learning**
o **Self-Motivation**
o **Communication**
o **Teamwork**
o **Decision Making**
o **Hard Working**
o **Analytical Thinking**
o **Organizing**

TECHNICAL SKILLS

PHP   C#   R   ASP.NET

HTML   CSS   JS   XML

Microsoft Office
PostMan
Latex
Manage Engine
StarUML
WAMP Server

REFERENCES

Eng. Abdulaziz Al-Amri
IT Manager Abdul Latif Jameel United Real Estate Finance
Tel: +966501150051
Email: amriaa@aljuref.com

Eng. Hassan Barnawi
Services and Support Supervisor
Tel: +966568032489
Email: hassan.barnawi@gmail.com

OBJECTIVE

I'm looking for a job in any related Technical computing or administrative field to build constructive skills and gain early experiences. Work hard in partnership with all towards better world and life, through the effective utilization of acquired knowledge. My Aim is to Learn and explore new things, Improve and maximize my system analysis, planning, management, quality assurance, Application Support, and software development

EDUCATION

[2020]- [2022] University of Jeddah   [Jeddah], [Saudi Arabia]

Faculty of Computing & Information Technology / Master Degree of Information Technology. GPA: 5/5

[2013]- [2018] King Abdul-Aziz University   [Jeddah], [Saudi Arabia]

Faculty of Computing & Information Technology / B.Sc. Degree of Information System

WORK EXPERIECE

Application Support Officer   June 2019 – Present

Wataniya Insurance Company

o Ensure Support & Service Availability within the agreed SLA and assure 90% service availability (Manage and Monitor Applications Progress of Defect Resolution, Advice regarding the root cause analysis on incidents , Make sure the system and the service its up and running On Daily Basis)
o Manage and Handle the Release Cycle for Core System "eBao"
o Development of all Approved Projects.
o Submit Release Change and Production Incident in Help Desk
o APIs Validation, Support and Testing in Production and Testing Environment . Make sure that the regression testing for defects and new changes in applications take its place.
o DR Testing and Validation
o Liase with Vendors and Other IT personnel for Problem Resolution
o Analyze potential Issues to be resolved before occurring (Within SLA
Oversees and ensures the timely and efficient provision of high-quality technical support Following the IT Best Practice in resolving the issues)

Part Time Job - Core Team Lead   July 2018 – Aug 2018

Saudi Federation For Cybersecurity, Programming and Drones
o Boot Camp 7/7

Sales Support Officer   Jan 2019 – May 2019

Wataniya Insurance Company

Part Time Job   July 2018 – Aug 2018

Saudi Federation For Cybersecurity, Programming and Drones
o Participants Affairs Management and Supervision – Hajj Hackathon

Trainee
Jun 2017 – Jul 2017

Smart Technology Solutions - Jeddah

Publications

A Comparative Case Study of Waterfall and Agile Methodology

Link: https://lnkd.in/e9yA2DNq

CERTIFICATES

📚 [2019] Axelos Global Best Practice , ITIL Foundation Certificate in IT Service Management — [Jeddah],[KSA]

📚 [2019] Saudi Central Bank – SAMA , IFCE Certified — [Jeddah],[KSA]

📚 [2018] EMC Academic Associate , — [Jeddah],[KSA]

Data Science & Big Data Analytics , Certified Data Scientist

COMPETITIONS

The 9th Scientific Forum
King Abdul-Aziz University [Dec 12'18]

The End of Semester Symposium 4 [Dec 12'17]
Faculty of Computing & Information Technology
o **Participated with the senior project – TiMELY**

The Tenth Annual Undergraduate Research Conference on Applied Computing (URC 2018) [Apr 25 '18] – [Apr 26'18]
Zayed University, Dubai

The Quest by Unilever [Nov15'17]
Unilever, Jeddah
o **Passed stage 1 and attended the Experience Unilever Day.**
o **Learnt about HR, Marketing and Supply chain.**

WORKSHOPS & ACTIVITIES

UX Design Course [Mar 2022]
UX Academy

ECBA (Entry Certificate in Business Analysis)
Wataniya Insurance Co

Fraud - Anti-Money Laundering & Counter Terrorism Financing/ *Wataniya Insurance Co* [Jul 2020]

Fraud - Anti-Money Laundering & Counter Terrorism Financing/ *Wataniya Insurance Co* [Sep 2019]

Social Engineering [July 2019]
Wataniya Insurance Co

Training of Trainers (TOT) [Oct 2018]
Faculty of Computing & Information Technology
King Abdul-Aziz University

SAP HR Success Factor [July 2019]
King Fahd Medical Research Center

Cyber Crimes Dangerous and consequences [Mar 2018]
King Fahd Medical Research Center

Jump Start Your Career Training Program [Dec 2016]
Faculty of Computing & Information Technology

Search Engine Optimization SEO [Nov 2016] – [Dec 2016]
Faculty of Computing & Information Technology

Presenter of Art of Elocution Credits (10 Hours) [Oct 2016] – [Nov 2016]
Faculty of Computing & Information Technology

Let's Walk the Walk Together 2021 [Dec 2021]
Help Center Event / Wataniya Insurance Co

Let's Walk the Walk Together 2019 [Dec 2019]
Help Center Event / Wataniya Insurance Co

Leader of Technical Support Team at TEDxKAU [Nov 2018]
King Abdulaziz University

Saudi Ambassadors Program [Oct 2018]
Saudi Arabia Programming

Technical Support in CTF Competition [June 2018]
Saudi Federation For Cybersecurity, Programming and Drone

Leader of Culture Committee [Sep 2015] – [May 2018]
Faculty of Computing & Information Technology
o Organizing workshops & events in my college about arts and cultures
o Holding all kind of meetings
o Managing the task and help the members to improve their skills

Institute of Electrical & Electronics [Sep 2015] – [May 2018]
Engineers(IEEE)- U.S.A
Faculty of Computing & Information Technology [Jeddah],[KSA]
o Public Speaker

Microsoft Student Club [Sep 2015] – [May 2018]
Faculty of Computing & Information Technology / CIT CLUB
king Abdul-LAziz University