

Zainab Abdulmonem Alnemer

First honor computer science graduate with excellent academic record and extensive system administration experience. Passionate to pursue a challenging, innovative, and rewarding career, using my skills, knowledge, and experience that enhances work efficiency and quality.

Education

M.S | 2014-2015 | Texas Southern University, Houston Tx, USA

Major: Computer Science. GPA: 3.93 of 4.

Senior Project (Multimedia Project)

| 2014 - 2015 |

- Network design, IP sub netting (VLSM), Routing (EIGRP), configuration (routers and switches), troubleshooting. Applying VoIP service (soft- phone and analog phone), streaming multi- channels (Streaming server to client).
- Ubuntu Client-Server: Create an Ubuntu 12.04 x64 LTSP server with 32bit thin clients on Virtual Machin.

B.S | 2005-2009 | King Feisal University, Dammam KSA

Major: Computer Science. GPA: 80.11%.

Experience

Saudi Aramco Service Award Program Administrator | Gift Mart International| July,2021_Present|

- Handling Saudi Aramco Service awards program.
- Processing orders through Gift Mart system, Service Award system.
- Providing required support through all contact channels for the Aramco teams, and employees.
- Coordinating with the finance team to finalize the payment approvals requirements and issues.
- Segregating data, preparing required reports and documents for Aramco proponent and GMI team.
- Following up with warehouse, Aramex, and clients to ensure the best logistic support.

Software development specialist |Trukker Arabia LTD|October,2019-June ,2021|

- Delivered more than thirty training sessions on Trukker Pulse, Trukker system, Oracle NetSuite, and Zoho CRM for employees, clients, and vendors
- Provided IT support for whole KSA stations.
- Monitored and provided the required support in different systems.
- Managed system issues ticket.
- Tested, verified, and followed up with all updated modules released for Trukker Systems.
- Analyzed system financial data to prepare financial reports for upper management level
- Prepared different required reports to be used for employees KPI evaluation.

Skills and Abilities

- Database: Database management and programing (Access, SQL, Excel).
- Networking: Network Security, Configuration, and Management.
- Office Programs: Expert dealing with different office programs (Word, PowerPoint, Access, and Power BI).
- Operating System: Ability to work with different OS (Windows XP, 7, 8 and10).
- Diagnosing Hardware, Software, and System Troubleshooting.
- Ability to manage and handle ecommerce, and social media accounts.
- Ability to analyze data and prepare different kinds of reports and handle multiple tasks.
- Ability to train different background trainees, that vendors, clients, and employees.
- Ability to work in a team and under pressure.

Activities

- Worked as a volunteer teacher at 39TH Elementary, Saudi Arabia | Jan,2018- Apr,2018|.
- Workshop in partnership with Facebook's. | Feb 2018|.
- Online study, Introduction to Cybersecurity at I Faisal University- CISCO |Jan,2019- April, 2019|.
- Worked as Computer teacher at Rand Elementary School | August,2019- September,2019|.
- Online study, what is Business Analysis for Information Technology, Udemy. | June 2020|.
- Online study, Learn Power BI Basics, Udemy. |July 2020|.
- Online study, Digital Marketing, Udemy |June 2021|.
- Online study, SharePoint 2013 Training, Udemy |September 2022|.

Reference

References are available upon request