RAGHAD AL MUBARAK

Contact information

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Address
Jubail

Languages

Arabic - native
English - Very good

Nationality
Saudi

Objective
Seeking a position where I can improve my management and information technology experience.

Experiences
- **IT Administrator**

At Al Ghamdi Wood Industries Company LTD.

From February 2019 - Present.

Work Description
Maintain all aspects of company computers infrastructure. Upgrading, installing and configuring new hardware and software to meet company objectives. Implementing security protocols and procedures to prevent potential threats. Creating user accounts and performing access control. Performing diagnostic tests and debugging procedures to optimize computer systems. Documenting processes, as well as backing up and archiving data. Developing data retrieval and recovery procedures. Designing and implementing efficient end-user feedback and error reporting systems. Supervising and mentoring IT department employees, as well as providing IT support. Keeping up to date with advancements and best practices in IT administration. Investigate, analyze, and resolve complex hardware problems on bank computer systems; perform advanced hardware repairs, maintenance, technical assistance, and support on a range of PC computers and peripherals. Provide troubleshooting support for escalated software and hardware problems. Coordinate vendor assistance when required. Install and maintain desktop computer hardware including computers, monitors, printers, modems, internal cards, and other computer equipment. Develop standard operating procedures and best practices, including providing written protocols and guidance to IT staff and to end-users. Keep current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements. Train employee for the new technology & make awareness training such as cybersecurity awareness. Supervise and provide end-user services, including help desk and technical support services. Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review. Manage Network Security. Oversee Data Storage and Retrieval Systems

Education
Bachelor of Computer Information System (CIS)
at Imam Abdulrahman bin Faisal university

Dammam – 2018

Business Analytics Nanodegree program
at (UDACITY) MISK Academy - 2020

Skills
- Teamwork, Time management
- Web analysis & design
- MySQL, PHP
- Microsoft Project, Excel, Access, Word
- Tableau
- Networking

Achievement
IEEE research paper about "Genetic-skyline based Decision Support System for grocery Online Shopping" published in second international conference on Computing sciences Engineering (ICCSE 2018). Kuwait - 2018

Certifications
- Pre-associate IT Specialist Certification in Cybersecurity (In-Progress)
- TOT