ARWA M. AL-MUAYBID

Riyadh – KSA

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EXPERIENCE

(OCTOBER 2012) – UNTIL NOW

SENIOR SPECIALIST OF THE TECHNICAL AND ADMINISTRATIVE SUPPORT, PRINCE SULTAN UNIVERSITY - RIYADH

- Monitor the operation of all computer hardware/software and ensure that it is operating properly.
- Monitor and maintain computer systems and programs.
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot system problems, diagnosing and solving hardware or software faults.
- Provide support, including procedural documentation and relevant reports.
- Create follow diagrams and written instructions to repair a fault or set up a system.
- Set up new users' accounts and profiles and deal with password issues.
- Install and configure computer hardware operating systems and applications.
- Ensure that all software runs with no output errors, no response time problems and functioning according to specifications.
- Provided training to the faculty members on how they can use the technologies and systems implemented in the university.
- Developing a plan to provide appropriate training to the faculty and prepare the training presentations.
- Proposed solutions to improve work efficiencies and reduce total expenses.
- Respond to all users request and provide them with adequate support.
- Develop and design instructor guides and student guides.
- Prioritize and manage many open cases at one time.
- Creates multimedia products using a variety of software programs, primarily in Microsoft PowerPoint, Microsoft Word, Adobe Photoshop.
- Manipulate and edit digital imagery, video, and incorporate graphics, and effects.

EDUCATION

(2012) BACHELOR OF COMPUTER SIENCES, IMAM MOHAMMAD BIN SAUD ISLAMIC UNIVERSITY.

(2018) DATA FOUNDATIONS, NANODEGREE PROGRAM, UDACITY-MISK ACADEMY.

SKILLS

- Support of computer Software / Hardware.
- Data Analysis.
- Tableau.
- Data Visualization.
- Microsoft Office.
- Photoshop.

CERTIFICATIONS

- CompTIA A+.
- ITIL V4.