




## PERSONAL INFORMATION

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Sex Female | Date of birth 13/12/1994 | Nationality Palestinian

I have a strong background in web development using ASP.NET and desktop application development using C#. In addition, I possess extensive experience in IT support, systems analysis, and database management. I have worked with both local and international organizations, which enabled me to acquire diverse skills in various work environments and enhanced my ability to provide effective technical solutions.

After a period of absence from the field due to personal circumstances, I redirected my focus toward redeveloping my technical skills, especially after moving to Egypt. During this time, I began learning WordPress hands-on and successfully designed and developed two new websites. This experience enriched my expertise in building and managing digital content and allowed me to meet client needs with flexibility and efficiency.

## WORK EXPERIENCE

01/04/2022-01/04/2023

**Social Worker**

- Field visits, reports, questionnaires and information.
- Receiving and documenting new cases and entering data into the Society's database.
- Assess the needs of target groups and give recommendations.
- Development of implementation plans, follow-up and preparation of periodic reports.
- Participation in the planning and implementation of the Association's activities and services.
- Develop recommendations for programmers and services based on field research reality and resulting demand.
- Ability to coordinate between civil and governmental institutions and exchange experiences and services.
- Maintain confidentiality and privacy of beneficiaries' information and data
- Assist in any other responsibilities entrusted to the Department

**At Al-Mawassi Agricultural Cooperative Association**

01/11/2020-31/12/2020

**Computer technician**

- Provide technical support to project staff
- Repair software and hardware faults in printers and scanner
- Numbering, indexing and archiving of the legal department files

**At Rafah municipality Legal Department**

26/11/2019-25/05/2020

**Clerk**

- Receiving patients
- Refer the patient to their family doctor.
- Organizing patient admission appointments to the doctor to ensure that patients do not accumulate.
- Register births and give vaccination dates.
- Registration of new pregnant women.

**At UNRWA Department of Health**

03/08/2015-15/01/2017

### **Admin Assistant**

- ▮ Server Manager.
- ▮ And management of the organization's system
- ▮ Provide technical support to staff
- ▮ Provide advice and guidance to employees in my field
- ▮ Financial Employee

**At AISalam Center (Exclusive agent for Cambridge College Training)**

15/02/2017-30/04/2017

### **Monitoring Support Staff Member**

- ▮ Auditing all project questionnaires
- ▮ Archiving
- ▮ Monitoring work of data entry
- ▮ Assist in technical support to project staff
- ▮ Work on demand
- ▮ Ensure the integrity of the data entered in the database
- ▮ Formatting the start files

**At UNRWA** for Relief and Works Agency

3/11/2014-2/5/2015

### **Computer Programmer & admin assistant & IT Assistant**

- build queries with SQL server
- works as a programmer, system analysts & system design.
- Solving software and hardware troubleshoots.
- secretarial works.
- Technical support staff.
- Admin Assistant.
- Data Entry.

**At UNRWA** for Relief and Works Agency

02/09/2014-02/11/2014

### **Computer Programmer & Secretary**

- Manage the Director's office and the organization work
- Archiving
- Responding to calls
- Printing & Processing messages and emails
- Programming a full program for the company to follow up tasks for employees

**At Intermed-pal** for medical devices (Private sector)

## EDUCATION

2015-2018

### Bachelor's degree in Computer Information Systems

Al-Quds Open University (Gaza-Palestine)

2012-2014

### Intermediate Diploma in Programming & Database

Gaza Training / Community College "UNRWA" (Gaza-Palestine)

- Design Web sites full language Asp.net
- Desktops application language C#.
- Ability to analyze systems.
- Building databases.
- Learning JQUERY, CSS, HTML, JAVA SCRIPT.

2011-2012

### Certificate in Secondary School (Scientific Stream )

Al zahra'a Secondary School (Gaza-Palestine)

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## PERSONAL SKILLS

Mother language

Arabic

Other language(s)

English

LISTENING

Very good

READING

Excellent

SPEAKING

Very good

WRITING

Excellent

### Communication skills

- Ability to work under pressure and stress conditions.
- Ability in resources management and well usage.
- Fast learner, self-initiator, focused, team player, highly motivated
- Excellent communication, public relation, interpersonal skills, creative, and innovative.
- Ability to pay close attention to detail, identify errors , meet inflexible deadlines.
- Willingness to upskill as required by the tasks to be performed -Accurate, reliable, open-minded, and positive attitude.
- Fluency in English and Arabic (speaking, writing, and reading)

### Computer skills

- Photoshop
- Flash
- Oracle 10
- Dream weaver
- Visual studio2012
- Oracle forms
- SQL Server
- Print both Arabic and English is excellent
- Dealing with the Internet and all social networking sites

## Other skills

- Communication and active.
- The ability to work under pressure.
- Ability to work within a team.
- The skills to communicate with different patterns of people.
- Punctuality.
- Speed in education and integration with any system for any organization.
- Self-Learning.

## Training courses

- E-Commerce Using Word Press at Mercy-Corps 90H.
- English course at Gaza Sky Geeks.
- Networking for home and small businesses.
- Working at small to medium business or ISP.
- Introducing routing and switching in the Enterprise.
- Designing and supporting computer networks.
- Managing state, configuring and deploying an ASP.NET web Application.
- Creating and adding functionality to a Microsoft ASP.NET web Form.
- Introduction to Microsoft ASP.NET Web Applications.
- Troubleshooting and Managing Data in an ASP.NET 4.0 web Application.
- Managing Data Access Tasks and Data.
- Security and Advanced Technologies.
- Implementing Master Pages and User Controls, validating User Input

## ADDITIONAL INFORMATION

### Projects implemented

- Four websites:
- Graduation Project (Dawrat.com).
  - Company Project (PIT).
  - Woman with Disability in Gaza.
  - On the job training Project.

### Two Desktop Application:

- Program For Management tasks of employees (Intermed-pal).
- Program Management System Organization (Efaf organization).

## References

- Dr. Ziad Alnada chairman at Almawassi Coop. Mob. No (0599848086).
- Eng. Mahmoud Hassouna, Engineer at UNRWA Mob. No (0599189844).
- Bassam Al-haj, Executive Director at Alsalam Training Centers Group Mob. No (0599604310)