

# RAGHAD ALGHAMDI

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## Objective

As a computer-literate professional capable of adapting quickly to new software and programs, I am seeking an opportunity that will enable me to contribute to the development of the business through its IT structure that impacts workplace communication and coordination. Information Technology is a field that is continuously developing with endless possibilities, and the same applies for my career trajectory, where I am open to opportunities that will contribute to the development of my knowledge and skills.

## Experience

### ***Saudi Aramco – Dar Middle East for Information Technology***

*Project Coordinator | 2020 – Current*

- Providing advice and consultation to the CEO on how to set up the project work structure.
- Developing project strategies and project management calendar for project goals and objective.
- Coordinating change management.
- Technical and business project administration: Maintaining and monitoring project plans, project schedules, work hours, budgets, expenditures and deadline. Ensuring projects adhere to frameworks and all documentation are maintained appropriately for each project.
- Managing stakeholders and vendors expectations and chair meetings.
- Assessing project risks and issue solutions with clients, vendors and external third parties.
- Reviewing vendor and third party proposals.

### ***Imam Abdulrahman Bin Faisal University***

*IT Technical Support | 2018 – 2019*

- Servicing diverse clients through Deanship of Information and Communication Technology including: Imam Abdulrahman bin Faisal University, Sharq Driving School, and University Hospital
- Responding in a timely manner to service issues and requests

- Identifying technical issues and providing support: remote access or site visits.
- Coordinating with users appropriate action and follow up to ensure complete resolution of issues.
- Installing and configuring structure of systems, software and networks.
- Monitoring and maintaining systems, software and networks.
- Testing new technology
- Setting up, new data and accounts and monitoring active directory.
- Overseeing troubleshooting for system errors
- Resolving technical problems with Local Area Networks and Wide Area Networks.
- Stay current with system information, changes and updates.
- Updating and editing University service catalogue, and customizing system interface.
- Repairing and replacing Hardware for computers and peripherals.
- Daily, weekly and monthly reports for all related tasks.

## **Education & Certification**

### ***Information Technology | Imam Abdulrahman Bin Faisal University***

Associative Higher Diploma specialized in Information Technology

#### ***Certification***

- Cyber Security Fundamentals course
- VMware Basics course

#### **Skills**

- Structure and support of Operating Systems
- Programming languages fundamentals (HTML, C++, CSS, Java, JavaScript, PHP)
- Project management skills
- Data analysis
- Collaborating
- Morality and work ethics
- High and fast learning ability
- Flexibility in work environment
- Time management skills
- Good communication skills
- Creative thinking
- Problem solving skills