Raghad Hamad AlMakrami

(+966) 564578027 | Raghad.almakrami@hotmail.com

OBJECTIVE

Seeking a job opportunity where I gain experience and apply my knowledge

QUALIFICATIONS

Operating Systems: Mac OS X El Capitan, Android, Windows server 2016-2019, Windows 10-11, Linux

Networking: Active Directory, PowerShell, TCP/IP, Subnetting, IP, DNS, DHCP

Languages: Arabic, English

programming languages: Python, Java

Skills: Problem-Solving, Network Monitoring, Routing and Switching skill, Cisco Packet Tracer skill, Self-learning skill, Network Protocols, Encryption Algorithms and Techniques, Machine Learning, Python Programming, Data Analysis, Statistical Analysis, Scientific Computing

RELATED EXPERIENCE

COOP Training - Hamad M. Al Rugaib Sons Trading Co [Al Khobar]

IT Support Coordinator [3/2023 - 6/2023]

Configured routers and enhanced network security by modifying private access protocols in switches.

Acquired comprehensive knowledge of switch configuration, ensuring efficient network management.

Contributed to Aramco's Cyber Security Compliance (CCC) project, reinforcing data protection measures.

Played a pivotal role in testing and implementing an IT asset management system, optimizing resource allocation.

Prepared devices and provided seamless technical support for new employees, facilitating their onboarding process.

Efficiently managed inquiries and provided technical assistance in a call center environment.

Demonstrated proficiency in creating virtual systems, showcasing adaptability to modern technological demands.

Full time - New World International School [Al Khobar]

Administrative Assistant [12/2023 - 10/2025]

- Performing administrative and secretarial tasks for the school executing the directives and instructions of the official in this regard, such as formatting files, photocopying papers, entering and retrieving data and documents, and processing text editing.

- Organizing school meetings, managing and documenting its minutes, as directed by the administration.

- Receiving and processing the files of new and transferred students to and from the school, and finalizing all correspondence and procedures organizing student files and making sure to complete the required data.

- Receiving parents and directing them to what is needed.

- Verifying the documents of new students and registering them in accordance with the admission and registration regulations and instructions, and addressing any defect that may occur during registration.

 - Receiving students transferred to and from the school, preparing files, and ending all correspondence and procedures regarding them.

- Processing data related to the names of graduate students from the school.

- Entering student results according to the approved computer program and following up the completion of entering grades and completion percentage.

- Communicating with parents (registration – completing data – permission)

 - Keeping documents, files and records related to work

EDUCATION

2020-2023: Imam Abdul Rahman Bin Faisal University, Advanced Diploma in Computer Network Security, GPA: 4, Graduation Date: 26/7/2023

2017-2020: Completed secondary level in the third secondary school

2013-2017: Completed of elementary and intermediate school levels in Al-Hezam School

2011-2013: Completed the third and fourth years of Elementary school at the Eighth Government School

2009-2011 : completed the first and second years of Elementary at Al-Azizia School

COURSE CERTIFICATES

2023*:* Google – Certificate of attending "Foundations: Data, Data, Everywhere"

2023*:* Google – Certificate of attending "Google IT Support Professional"

2023*:* Cisco Academy – Certificate of attending "Cybersecurity Essentials"

2022*:* Cisco Academy – Certificate of attending "Introduction to Cyber Security"

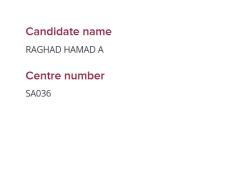2021*:* Techcampus – Certificate of attending "Foundation Bootcamp"

2019*:* Robot Academy – Certificate of the first and second level in programming robots

PROFESSIONAL CERTIFICATES

2025: INE – MCIT Jr Data Scientist

2024: IELTS Academic (IDP) – Overall Band Score: 4.5 / 9

IELTS Academic

Candidate number

██████

TRF number

████████████

Test date

17/08/2024

Candidate name

RAGHAD HAMAD A

Centre number

SA036

Speaking	Listening	Reading	Writing	Overall
4.5	4.5	5.0	3.5	4.5

08-06-2023

CERTIFICATE
OF EXPERIENCE

Hamad M. Al Rugaib & Sons Trading Co. Certified that

Raghad AlMakrami

For the experience gained in our organization, we proudly testify that **Raghad AlMakrami, ID(1118921467)** has worked in our company from **20-Mar-2023** to **08-Jun-2023** and has gained experience as **IT Support Coordinator Trainee** in the department of **IT.**

Mai Alfayaheen
Human Resource Manager

شركة حمد محمد الرقيب وأولاده التجارية
س.ت. ٢٠٥١٠٠٠٨٤٠
C. R. 2051000840
Hamad M. Al Rugaib & Sons Trading Co.