

# ASLAA SAEED ALDAWSARI

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## OBJECTIVE

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Striving for career excellence through developing and utilizing comprehensive skills and knowledge across various fields. Aim to foster creativity, provide innovative solutions, collaborate with teams to achieve company goals, and pursue continuous learning for professional growth and relationship-building with colleagues, clients, and partners.

## EXPERIENCE

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### Customer Service Specialist | Sajida International Trading Company & Branches | 2023 – Present

- Working under pressure and handling challenges quickly and professionally.
- Gaining experience in effective customer communication to ensure excellent service delivery.
- Problem-solving to achieve customer satisfaction.

### Cooperative Training | Saudi Commission for Health Specialties | 3 months

- Manage network and data center infrastructure, including firewalls and backup systems.
- Manage security systems such as antivirus, email security, DNS, and endpoint protection.
- Manage cloud, Active Directory, and data center design for efficiency and security.
- Provide technical support, troubleshoot issues, and ensure the smooth operation of IT systems.

## EDUCATION

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Bachelor's degree in Information Technology with a specialization in Networks and Security | Arab Open University | 2024

## OTHER

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### • Skills:

- Network Management
- Proficiency in Microsoft Programs
- Problem Solving
- Preparing Presentations
- Time Management
- Information Security
- Effective Communication
- Report Writing
- Adaptability to Technological Changes
- Teamwork

### • Course:

- CCNA | Cisco.
- Cybersecurity Fundamentals | IBM | October 19, 2024.
- Data Analysis | IBM | October 18, 2024.
- Data Entry Skills | International Professional Training Center | October 6, 2024 - October 20, 2024.
- Information Security and Cybercrime Prevention | International Professional Training Center | August 25, 2024 - August 27, 2024.
- Computer Skills for Office Work | High Goals Training Institute | July 17, 2022 - August 16, 2022.
- Cybersecurity Course | Global Target Training Center | July 15, 2021 - July 18, 2021.

### • Projects:

- Focusing on Cyber Attacks in the Business Environment.

### • Thank You and Appreciation:

- Certificate of Appreciation | Saudi Commission for Health Specialties | September 1, 2024.

## LANGUAGES

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- Arabic.
- English.

## REFERENCES

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