

Noura Majed Alosaimi

CONTACT

Phone: +966 53 363 0566

Address: Riyadh, Saudi Arabia

Email: norah.majed76@gmail.com

PROFESSIONAL EXPERIENCE

IT Support Technician

Mobicom support – Full-time January 10, 2024 – June 19, 2025
Riyadh, Saudi Arabia

- Installed and configured internet network cables and routers.
- Provided troubleshooting for hardware and software issues.
- Assisted employees with printer and connectivity problems.
- Ensured proper maintenance of workstations and office devices.
- Responded to user technical support requests efficiently.
- Technical Support Trainee

Ministry of Education – General Administration of Digital Transformation Sep 2022 – Nov 2022

Provided technical support to end-users, diagnosed hardware and software issues, and handled operating systems, printers, and basic networking. Familiar with remote support tools.

EDUCATION

- **Bachelor's of Technical Engineering from the department of Technical Engineering of Cybersecurity**
- GPA: 4.92 / 5
- Digital Technical College (TVTC), Riyadh – 2025

Cybersecurity Project: Phishing Detection System

A smart AI-based platform designed to detect phishing and malware threats in real-time. It analyzes URLs and email content using machine learning and VirusTotal API, providing users with instant threat assessments. The system includes voice command functionality to enhance accessibility for visually impaired users.

- **Diploma in Computer Technical Support**
- GPA: 4.45 / 5
- Digital Technical College (TVTC), Riyadh – 2022

Graduation Project: Find Me a Spot

A smart Android application that helps users find real-time available parking spots using Firebase and Google Maps API. The app aims to reduce traffic congestion and prevent illegal parking.

CERTIFICATIONS & TRAINING COURSES

- NDG Linux Essentials Certificate | Cisco Networking Academy & NDG – Issued: Nov 17, 2023
- CCNA R&S: Introduction to Networks | Cisco Networking Academy – Issued: Jun 23, 2023
- NDG Linux Essentials | Cisco Networking Academy & NDG – Issued: 2022
- CCNA R&S: Introduction to Networks | Cisco Networking Academy – Issued: 2021
- CCNA R&S: Routing and Switching Essentials | Cisco Networking Academy – Issued: 2021
- Oracle Academy Certificate – Issued: 2021
- IT Essentials: PC Hardware and Software | Cisco Networking Academy – Issued: 2020

SKILLS

- Computer Skills
- Microsoft Office
- Java Programming
- Cisco Packet Tracer
- Communication
- Teamwork
- Fast Learner
- Time Management
- Problem Solving

LANGUAGES

- ARABIC
- ENGLISH