

NORAH SAEED

Computer Information Systems



Riyadh



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Languages

English
Arabic

SKILLS

Microsoft power BI
Microsoft office
Data analysis
Communication
Teamwork
Time Management
Planning and organizing
Emotional and social intelligence.
Preparing reports and writing letters.
Problem solving

TRAINING COURSES

- Introduction to Cybersecurity Course
- Cryptography Fundamentals Course
- Advanced English Language Course
- Business Communication course accredited by CPB
- leadership course approved by the General – Organization for Technical and Vocational Training
- Secretarial course approved by the General Organization for Technical and Vocational Training
- . Customer service course approved by the General Organization for Technical and Vocational Training

PROFESSIONAL PROFILE

Adept in data analysis and effective communication. Successfully trained clients on advanced tracking systems, resolving technical issues swiftly and enhancing customer satisfaction. Skilled in Microsoft Power BI, I thrive in fast-paced environments, demonstrating strong teamwork and problem-solving capabilities.

EDUCATION

King Khaled University Bachelor's degree in computer information systems
▪ Membership in SCE

PROFESSIONAL EXPERIENCE

BAZI TRADING AND CONTRACTING COMPANY **MAY, 2021 – Jan, 2026**

Computer engineer

- Training clients on the vehicle tracking system and cameras.
- Preparing reports, follow-up and resolve customers' technical issues.
- Submitting a request on the system for the department's needs of equipment and services to procurement and warehouse.
- Focused on learning new skills and staying updated with industry changes.
- Responded quickly to meet customer needs and resolve problems.
- Troubleshoot minor problems and reported larger technical issues.
- Skilled in using various software applications and programs including Microsoft Office and Teams, Google Meet, Zoom and AnyDesk.

Zil Al Salaam Company for Information Technology **Jan, 2020 – May, 2021**

Logistic support and quality control in the project management department

- Met deadlines while maintaining high-quality deliverables.
- Managed and coordinated multiple tasks while ensuring timely completion.
- Follow up on malfunction reports with site supervisors until they are resolved and submit the report to senior management.
- Submit a letter to the department's management to notify them of the issue resolution.
- Submit the monthly asset request for site supervisors until disbursement is made. Follow up on receiving the monthly timesheet for employee attendance from site supervisors and submit it to HR

Al Jazeera Paints Company

Feb, 2018 – Oct, 2019

Training Coordinator

- Created instructional materials such as manuals, handbooks, assessment tools, job aids, and multimedia visual aids.
- Maintained a database of all courses offered by the organization along with records of attendance and completion rates.
- Trained existing personnel on new or enhanced applications, products and job functions.
- Documented processes used in delivering training programs including lesson plans, evaluation forms, and other resources.
- Issued course certificates and kept meticulous logs of training records.
- Coordinated and managed training databases, ensuring data accuracy and integrity.
- Negotiated contracts with clients for desired training outcomes and expenses.
- Ensuring the readiness of the training hall where the training program will be conducted.