

SAMIRA ALI M. A. SALAM

(M) 00966-507785409 Email: samar_wsm@hotmail.com

Executive Management

MIS •International Policies & Procedures •Reports

OBJECTIVE

To work in a stimulating milieu for the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization

SUMMARY OF QUALIFICATIONS

Result Oriented, Proactive and industrious Chartered IT with around **10 years** of demonstrated expertise in the areas of Operating Systems, Network Admin. , Website design &Software Programming software and fiscal management among others

- Decisive; exceptional relationship building, communication and negotiation skills; Liaised with a wide cross section of people for the efficient execution of projects; Dealt with cross functional teams through structured planning methodology that leveraged skills, data and industry expertise
- Ensuring the compliance of the organization in relation to financial and legal practices, as well as issues of corporate governance; Documentation and Security creation with Technology Institutions.
- Engaging in contractual agreements with dealers and clients; Developing and overseeing the systems that ensure the company complies with all applicable codes, as well as its legal and statutory requirements.

CORE COMPETENCIES

- | | |
|-------------------------|------------------------|
| ▪ Operating Systems | ▪ Software programming |
| ▪ Network Administrator | ▪ MIS/ Reports |
| ▪ Website Design | ▪ Fiscal Management |

EMPLOYMENT HISTORY

Al-Bilad Company

(2014/ present)

IT Networking Administrator specialist and Trainer

Key Deliverables

- ✓ Designing course materials and other documents such as handouts, manuals and exercises.
- ✓ Carrying out training needs analyses.
- ✓ Defining the skill sets needed to perform different roles.
- ✓ Carrying out performance assessments to determine the skills gaps between current and desirable learner skill levels.
- ✓ Planning in class team activities and assignments and the constructing and grading student assessments, and preparing examinations.
- ✓ Designing training programs appropriate to the skills needed.
- ✓ Developing an appropriate mix of formal and informal development activities.
- ✓ Ensuring the learning environment and resources support learner needs.
- ✓ Supervising projects and internships.
- ✓ Preparing the learning environment and resources, including setting up IT equipment where appropriate.
- ✓ Supporting and coaching learners using learning technologies to deliver skills.
- ✓ Evaluating the effectiveness of training programs and learning outcomes.
- ✓ Developing peer networks to keep abreast of current thinking.

Riyadh, Saudi Arabia

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Al-Imam Muhammad Ibn Saud University

(2012-2013)

CompTIA A + Trainer

Key Deliverables

- ✓ carrying out training needs analyses;
- ✓ defining the skill sets needed to perform different roles;
- ✓ carrying out performance assessments to determine the skills gaps between current and desirable learner skill levels;
- ✓ designing training programs appropriate to the skills needed;
- ✓ developing an appropriate mix of formal and informal development activities;
- ✓ ensuring the learning environment and resources support learner needs;
- ✓ designing course materials and other documents such as handouts, manuals and exercises;
- ✓ preparing the learning environment and resources, including setting up IT equipment where appropriate;
- ✓ supporting and coaching learners using learning technologies to deliver skills;
- ✓ evaluating the effectiveness of training programs and learning outcomes;
- ✓ developing peer networks to keep abreast of current thinking;

SEU University

(2010-2014)

IT Specialist

Key Deliverables

- ✓ Oversee applications, programming and analysis including developing, installing, and maintaining applications programs. Conduct feasibility studies and assist in determining future hardware and software requirements.
- ✓ Maintain and improve the technical systems of a company to ensure all employees have the technology they need to complete their work and the organization's important files and information remain safe and intact.
- ✓ Review diagnostics and assess the functionality and efficiency of systems
- ✓ Implement security measures
- ✓ Monitor security certificates and company compliance of requirements
- ✓ Offer technical support to company staff and troubleshoot computer problems
- ✓ Install and update company software and hardware as needed
- ✓ Anticipate and report the cost of replacing or updating computer items
- ✓ Informs themselves of the relevant Quality, Environmental, Safety and Occupational Health Policies, Manuals and Procedures in place within SLA.

Kaza Moda Fashion Company

(2010-2012)

Web development and Designer

Key Deliverables

- ✓ meeting and greeting visitors at all levels of seniority.
- ✓ Organizing and maintaining diaries and making appointments.
- ✓ dealing with incoming email, faxes and post, often corresponding on behalf of their manager.
- ✓ Manage and update the website.
- ✓ Designing brochures and Videos.
- ✓ Producing documents, briefing papers, reports and presentations.
- ✓ liaising with clients, suppliers and other staff.
- ✓ Arranging travel and accommodation.

SAMIRA ALI M. A. SALAM

(M) 00966-507785409 Email: samar_wsm@hotmail.com

LUTHAN Hotel & SPA, Riyadh, Saudi Arabia

(2006-2010)

I T Specialist Team Lead

Key Deliverables

- ✓ Oversee applications, programming and analysis including developing, installing, and maintaining applications programs. Conduct feasibility studies and assist in determining future hardware and software requirements.
- ✓ Confirm quality and accuracy of instructions given to computer operations staff.
- ✓ Contribute to general business planning regarding technology and systems required to maintain company operations. Recognize new developments in information systems technology, and anticipate organizational modifications. Establish long-term needs for information systems, and plan strategy for developing systems and acquiring hardware to meet application needs. Ensure confidentiality and reliability of corporate data, proprietary information, and intellectual property. Function as top level contact to assist end users in determining IS requirements and solutions.
- ✓ Manage all activities related to the operations and maintenance of servers and peripheral equipment's. Analyze usage patterns and establish schedules and procedures for maximum utilization of the system. Coordinate activities with other IS areas and other departments.
- ✓ Supervise computer operation, scheduling and distribution of server data processing operations. Analyze operating instructions and user needs to establish operating procedures.
- ✓ Operate and control servers, client computer systems and related peripheral equipment using established procedures. Monitor Time attendance system (TAS) and terminals, Building Management Systems (BMS), Hotel rooms access card control systems, Light Dimming systems (ABB controls), Telephone Management system (TELETIGER), Audio and visual Equipment's, storage devices and printers, and report problems or variances. Assist in reconfiguring system components when individual units fail.
- ✓ Analyze standard operating instructions to determine equipment settings and standard operating procedures. Reconfigure system components when individual units fail. Maintain system performance.
- ✓ Maintain and improve the technical systems of a company to ensure all employees have the technology they need to complete their work and the organization's important files and information remain safe and intact.
- ✓ Review diagnostics and assess the functionality and efficiency of systems
- ✓ Implement security measures
- ✓ Monitor security certificates and company compliance of requirements
- ✓ Offer technical support to company staff and troubleshoot computer problems
- ✓ Install and update company software and hardware as needed
- ✓ Anticipate and report the cost of replacing or updating computer items
- ✓ Informs themselves of the relevant Quality, Environmental, Safety and Occupational Health Policies, Manuals and Procedures in place within SLA.

(SAUDI INDEX) Saudi Arabia

(2005 - 2006)

Brochure and Web Banner Designer

- ✓ Assess the usefulness of pre-developed application packages and adapt them to a user environment.
- ✓ Define the goals of the system and devise flow charts and diagrams describing logical operational steps of programs
- ✓ Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- ✓ Determine computer software or hardware needed to set up or alter system & analyze information processing or computation needs.
- ✓ Prepare reports and correspondence concerning IS specifications, activities and status.

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Ministry Of Education Saudi Arabia School 256

(2003-2005)

IT Trainer

- ✓ Coordinate software system installation and monitor equipment functioning to ensure specifications are met.
- ✓ Document computer security and emergency measures policies, procedures, and tests
- ✓ Erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers
- ✓ Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs

ACADEMIC PROFILE

- **Bachelor of Computer Science** , Science &Technology University– (2003)
- **Higher Diploma of TQUK endorsed course of Learning**, London Teacher Training College- (2020)
- **Diploma of Hospitality**, Al-khaleej Trading company– (2008)
- **Courses of Photoshop, After Effects and web designing**, Al-khaleej Trading company– (2012)
- **ILETS**, (Achieved score of 6.5)

PERSONAL INFORMATION

Date of Birth: 14/05/1982
Languages Known: English, and Arabic