

JUMANAH IBRAHIM ALNAMI

Riyadh, Saudi Arabia | jumanaalnami640@mail.com | 569983998 966+
[linkedin.com/in/jumanah-alnami](https://www.linkedin.com/in/jumanah-alnami)

PROFESSIONAL SUMMARY:

Detail-oriented Information Technology graduate with practical experience in IT Support, Help Desk operations, and Technical Troubleshooting gained through a 4-month internship in a healthcare IT environment. Experienced in Windows administration, Active Directory fundamentals, user account management, software deployment, and remote technical support using VNC. Skilled in diagnosing hardware and software issues, maintaining IT documentation, and supporting domain environments to ensure seamless business operations. Dedicated to delivering reliable technical support, improving system performance, and enhancing end-user productivity.

EDUCATION:

Diploma in Information Technology / Graduation Date: May 2026

Princess Nourah bint Abdulrahman University (PNU) – Riyadh, Saudi Arabia

EXPERIENCES:

IT Support Intern / January 2026 – May 2026

Al-Iman General Hospital – Riyadh, Saudi Arabia

- Resolved hardware, software, and network connectivity issues for hospital end-users.
- Provided remote technical support using VNC to troubleshoot and resolve technical issues.
- Managed user accounts, password resets, and access permissions through Active Directory.
- Installed, configured, and updated authorized software and security applications on Windows workstations.
- Maintained accurate IT asset documentation and supported daily Help Desk ticket operations.
- Assisted with domain integration and user authentication processes.

ACADEMIC PROJECTS

Student Database Management System

Role: Database Developer (SQL)

- Designed and developed a database system for managing student records and academic information.
- Created SQL queries for data retrieval, filtering, and reporting.
- Improved data organization and accessibility through structured database design.

Responsive Website Development Project

Role: Frontend / Backend Developer (HTML, CSS, PHP)

- Designed and developed a responsive website using HTML, CSS, and PHP.
- Implemented user-friendly interfaces to improve usability and user experience.
- Applied web development fundamentals, including page structure, styling, and server-side functionality.

CERTIFICATIONS

- Introduction to CSS3 & Advanced Styling with Responsive Design
- Business English: Meetings & SDAIA Initiative for Million Saudi into AI
- Interactivity with JavaScript & Introduction to HTML5

Technical Skills:

IT Support & Help Desk

- Technical Troubleshooting & Desktop Support
- Remote Support (VNC) & Hardware Installation
- Software Installation & Client Relations

Systems Administration

- Windows OS Administration & Active Directory Fundamentals
- User Account Management & Domain Environment Support

Networking & Databases

- Network Fundamentals & TCP/IP Basics
- SQL Database Management & Data Retrieval

Web Development

- HTML5 & CSS3 & PHP

Applications & Tools

- Microsoft Office Suite (Word, Excel, PowerPoint) & IT Documentation

Languages:

- Arabic: Native
- English: Intermediat