

Nuha Fadhl Abdullah Hassan
UAE, ABU DHABI
Zayed University

Phone: 050 – 3617205
E-mail: nuha.fadhl@hotmail.com
PO BOX: 149057

OBJECTIVE

A position in Computer Science, where I can gain knowledge on how the technology development life cycle and Enterprise systems can effectively increase the efficiency and profitability of organizations. I also seek to acquire high technical ability, and unlimited professional capability in the work environment.

PERSONAL DETAILS

Nationality	Yemeni
GPA	4.00
CGPA	3.46
Driving license	Yes

EDUCATION & QUALIFICATION

Bachelor in Enterprise Computing – GPA: 4.00, CGPA: 3.46. Awarded Deans List – 2015, 2016	2012 – 2016, Zayed University Abu Dhabi, UAE
Specialization in science– GPA: 87.5%.	2009 – 2012, Al Mafrq School Banyas, Abu Dhabi

Work EXPERIENCE

October 2019 – January 2020: Daemaar Group (IT Help Desk Coordinator)	<ul style="list-style-type: none">• Auditing RealSoft (ERP) system• Managing and coordinate with system provider team• Create process flow• Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.• Respond to queries either in person or over the phone.• Write training manuals• Provide training to employees
2017 – six months part time job: Customer Representative at Abu Dhabi Distribution Company (ADDC).	<ul style="list-style-type: none">• Handle customer complaints, provide appropriate solutions and alternatives within the time limits.• Register cases at Customer Care and Billing (CC&B) system.• Managing incoming calls and customer service inquiries.

2016 – Internship: Emirates College For Advanced Education.	<ul style="list-style-type: none"> • Operating system installation and troubleshooting • Software installation and troubleshooting • Imaging • Hardware and printer installation • Active directory • Service Manager Console • Overview of Oracle ERP Processes
2015 – 2016 Zayed University <ul style="list-style-type: none"> • Part time Employment 1- Summer 2015: Lab Assistance (Database Course) 2- Fall 2015: Registration Assistance (Administration Office) 3- Spring 2016: Instructor Assistant (Supply Management Course) 	1- Support students in lab assignments 2- Support student with their need 2- Print out transcript and to whom it may concern letter, Register new student 3- Marking students exams and assignments, and support students to understand course concepts
2009 – 2012 Al Mafraq High School	a Member of Red Crescent society <ol style="list-style-type: none"> 1- Helped poor and needy people and families in the UAE. 2- Collected money from the citizens and students for needy people. 3- Visited and serve orphan children, old people and sick people.

Skills and ACHIEVEMENTS

1) Computer Skills: Software installation, Troubleshooting, HTML, Oracle SQL, Microsoft Office Application (Microsoft Visio and Project Professional), SAP basic Skills.
2) Language: Arabic and English
3) Planning and Communication Skills
4) Received (IELTS) certificate, English course (2012-2013), Score= 5.6.
5) Received (ICDL) certificate, a computer software course in summer (2009-2010).
6) Received Participation certificate in URC (2015) – Research Topic: Investigating Material Planning Process in ERP Systems
7) Received CISCO IT Essential certificate (2015).
8) Received (Udacity: One Million Arab Coder) certificate, Data Analytics Course (August 2018).

SAP Skills:

Navigation knowledge	<ul style="list-style-type: none">• Create sales orders.• Transaction code
SAP Reporting	<ul style="list-style-type: none">• Knowing how to extract information for reporting purposes
SAP FI: Financial Accounting	<ul style="list-style-type: none">• General Ledger• Master record• Accounts Receivable• Accounts Payable• Asset Accounting
Procurement Process & Procurement Master Data	<ul style="list-style-type: none">• Create Purchase Requisition• Create & Send Purchase Order• Receive Shipment from Vendor (Goods Receipt)• Invoice Verification• Send Payment to Vendors• Create Trading Goods Material Master Data• Create Vendor Master• Review Material Inventory• Review Account Balance
Human Resource & Payroll System	<ul style="list-style-type: none">• Transfer payroll costing to bank account (in GL)• Transfer third party costing to bank account (in GL)• Enter Qualifications• Payroll run & Steps• Termination• Enter a leave or vacation• Adding Employees details• Adding New employee• Retro pay

Reference

Dr. Maurice: internship Director	Email: Maurice.Danaher@zu.ac.ae
Dr. Omar Alfandi: Deans Assistant	Email: Z9233@zu.ac.ae
Dr. Sinan Salman: Instructor	Email: Sinan.Salman@zu.ac.ae
Dr. Farkhund: Instructor	Email: Z9442@zu.ac.ae