

**Nuha Fadhl Abdullah Hassan**  
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#### 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 Mafrag School Banyas, Abu Dhabi

#### Work EXPERIENCE

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

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

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

**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