

# Mahra Thani Saeed AlKatheeri

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Abu Dhabi, United Arab Emirates Albateen

## Professional Summary

Seeking a beginner role to enhance and explore my technical knowledge gained at Zayed University in the last 4 years. With high skills in programming language and website and app building.

## Skills

Computer/Programming Skill's	Project management skills.
Microsoft word, Microsoft Excels, Microsoft PowerPoint.	Efficient, self-motivated, fast learner
Programming languages: SQL, SQL Plus, Java, PHP, HTML.	Flexible worker
Operating Systems: Linux, Windows, Mac.	Able to work in multinational environment

## Work History

10/2021 - 03/2022

### Training Officer

*Environment Agency Abu Dhabi , Abu Dhabi , United Arab Emirates*

- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.

01/2021 - 03/2021

### Internship Trainer

*Environment agency Abu Dhabi , Abu Dhabi , United Arab Emirates*

- Diagnosed and troubleshooted software and hardware faults in person and by phone.
- Oversaw administration including for job scheduling, user account management and infrastructure replacement.

## Education

01/2019 **Cisco -CNNS routing, Computer science , Zayed University , Abu Dhabi , United Arab Emirate**

05/2021 **Bachelor of Information Technology, Web and Mobile App Development, Zayed University, Abu Dhabi , United Arab Emirates**

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## Accomplishments

- Volunteer Book Fair Abu Dhabi 2017
- Volunteer National day celebration 2018
- Special Olympics World Games 2019
- Special Olympics World Games 2020
- YAS Clinic Abu Dhabi 2021

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## Languages

**Arabic:** Native language

**English:** C2

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Master or proficient

