**Cover Letter**

Hello,

My name is Amani, and I have six years of experience in Cyber security and IT Support in banking sector. I graduated from University with a Bachelor's degree in Computer information systems, currently I’m in enrolled in Project management studies with Algonquin college. I have gained a Canadian experience with OSLT ( Occupation Specific Language Training) with Humber College.

I Worked on a ticketing system requests for more than 3000 internal users answering different issues related to resetting passwords, repairing system issues, etc. I gained excellent knowledge and abilities to resolve all kind of requests timely and according to defined guidelines whether in person, phone or remotely . I'm aware of how imperative business continuity is in supporting timely and accurate completion of business processes; therefore, I developed the confidence to act and solve any issue that arises and disrupts the availability of system functionality.

Part of my experience was installing and configuring servers and workstations, applying all security protocols on these machines.

Sincerely,

Amani Abdalqader

**Amani Abdalqader**

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** IT Security experience ( 6 years)**

* Ensured timely and quality in providing IT help desk support.
* Setting up user accounts on workstations and other systems, granting access rights as required.
* Conducting user access review for more than 3000 user accounts on more than 30 applications, to prevent excessive privileges and security breaches.
* Worked with monitoring tools such as Nessus to assess any vulnerability issues on network, applications and servers.
* Worked with Cloud services such as AD and AD integration for more secure features.
* Configured privileges on OS using different methods using Group policy object
* I Conducted security awareness presentations and training for new recruits.
* Worked with internal/external Auditors and IT service teams for security evaluation.

**Achievements in this position**

* I Initiated the "Weekly security tip" to circulate weekly to remind staff of good security practices.
* I Created a repository to archive thousands of access requests for easy retrieval in an internal investigation.
* Created various reports output based on required criteria during the audit and investigation.

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**Treasury Back Office experience**

* Managed team of 5 members, coach, and guidance, conflict resolution.
* Ensured internal and external customer satisfaction sufficiently and in line.
* Processed, validate all types of financial transactions for clients and Bank’s such as Lending/Borrowings, corporate loans and deposits.
* Execute Customers / Banks Foreign exchange payments ( withdraw / credit )
* Maintaining and processing bank Investment in different currencies equities besides the Central bank Bonds, Notes, and Sukuk.
* Debiting/Crediting customer's accounts (exchange/nonexchange co) for FX deals.
* Preparing management reports Investment Position, Out Standing Loans, Deposits, and Bank Balance Sheet.
* Worked with System developers to resolve System performance and outcome reports, improve operations and provide exceptional customer service.

**Achievements in this position**

* I initiated an Investment of Return calculator excel sheet to track the daily investment deals and calculations.

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**Education**

* Computer Information System Bachelor - Applied Science University – Jordan - Equivalency by WES ( World Education Services) ***1998-2003***
* Project Management Studies – Algonquin College ( ***Dec2020 current***)

**Work History**

* Stay Home Mom – ( since September 2017 )
* IT Security Administrator – Commercial Bank Of Kuwait, Kuwait. (2011 to 2017).
* Treasury Operation Officer - Commercial Bank Of Kuwait, Kuwait. (2007to 2011).

**Stay Home Mom ( 5 years)**

During this time I have gained many [transferable skills](https://www.seek.com.au/career-advice/article/transferable-skills-checklist) such as:

1. Time management: Completing numerous tasks to meet deadlines.
2. Conflict resolution and problem-solving.
3. Communication: Constantly mentoring, teaching and counseling.



**Languages**

**Arabic** (Fluent) **/ English** (Excellent)

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**Skills & Qualifications**

* Timely management and prioritizing tasks.
* Expertise in Microsoft Office Suite
* Excellent customer satisfaction
* Self-Motivated, Initiator, and creative
* Problem-solving, analytical thinking
* Excellent verbal and written communicator.

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**Certifications and Courses**

* Information Technology Infrastructure Library (ITIL) – Course – Kuwait 2015
* Combating Money Laundering & Terrorist Financing - Kuwait Banking Institution with Dr. Jamal Abdul Raheem Founder and CEO, Business crime Bureau - 2010
* Supervisory Skills - Kuwait Banking Institution-2010
* Banking Laws for Operations - Kuwait Banking Institution 2008
* First CPR Training – Kuwait Ministry of Interior - 2008