

Maha Alotaibi

PROFESSIONAL SUMMARY

Cybersecurity and wireless systems professional with a strong background in IT support and technical programming. Skilled in analyzing system vulnerabilities, programming secure devices, and maintaining complex wireless communication networks. Holds a Security+ certification with hands-on experience in cyber threat mitigation and wireless infrastructure management. Proven ability to collaborate with cross-functional teams to ensure system reliability and information security.

WORK HISTORY

Modern Technology Company Ltd (MOTECO) – Technical Support Specialist (Riyadh – 03/2024 – Present)

- Provided advanced technical support for wireless communication systems, especially TETRA.
- Strong knowledge of positioning systems and wireless network architecture.
- Used specialized software for programming and configuring communication devices.
- Created, managed, and updated channel lists in TETRA systems.
- Ensured device performance, network integrity, and compliance with communication protocols.

LinkShadow – Programmer Analyst (Riyadh – 09/2022 –02/2024)

- Developed and maintained security-related applications and tools.
- Analyzed system vulnerabilities and provided recommendations to enhance protection.
- Collaborated with cybersecurity team to detect, respond, and mitigate threats.
- Documented technical processes and supported secure software lifecycle.

Emerald Foundation – Accountant (Riyadh – 06/2021 – 08/2022)

- Updated journal entries and accounts on accrual basis with Xero software.

Zakat, Tax and Customs Authority – Customer Service (Riyadh – 01/2018 – 03/2020)

- Managed high-volume customer queries simultaneously through effective multitasking.
- Offered detailed advice on product and service benefits.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.

Al-Mujjaz Institute for Training and Education – Technical Support (Riyadh – 08/2016 – 10/2017)

- Maintained quality control by defining and documenting operating procedures.
- Escalated complex third-line issues whilst managing employee expectations.
- Liaised with third-party agencies for successful resolution of complex issues.

CONTACT

Riyadh, Saudi Arabia

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Date of Birth: 1993/06/16

Nationality: Saudi

EDUCATION

Aug 2025 - Digital Technical College, Riyadh, Saudi Arabia

Bachelor of Engineering, Cybersecurity

08/2017 – Technical College, Riyadh, Saudi Arabia

Diploma in Technical Support (IT) – Computer Engineering Department.

CERTIFICATIONS

Security+ (CompTIA) – 2024

CCNA – Jan 2023

SKILLS

Cybersecurity Fundamentals

Wireless Communication

Device Programming

Channel List Management

Network Troubleshooting

Vulnerability Assessment

SAP, CRM, Microsoft Office

TeamViewer