

Reem Al Zaabi

INFORMATION SECURITY · IT ADMINISTRATION · BUSINESS DEVELOPMENT

Muscat – Boshier, Oman +968 91777321 Reemalzaabi96@gmail.com

IT professional with four years of experience supporting clinical operations across technical support, ERP systems and web administration. Degree-qualified in Internet & E-Security, with hands-on experience in penetration testing and application security, combined with excellent staff-facing communication skills.

WORK EXPERIENCE

Jul 2026

Present

Business Development Coordinator

Tazeez Medical SPC, Muscat

- Handle administrative and secretarial duties, including correspondence, records and scheduling.
- Support company business development activities and growth initiatives.
- Develop and maintain the company's websites, managing content, updates and improvements.

Jan 2023

May 2026

IT / Call Centre / HR / Secretary

Qastarat & Dawali Clinic, Muscat

- Provided first-line IT and technical support across two clinics, resolving hardware, software and network issues.
- Owned the clinics' website as super-admin: gathered requirements, managed design updates, carried out testing and resolved live issues.
- Designed website pages and user interfaces, improving layout, navigation and the patient booking experience.
- Managed patient call-centre operations and supported HR and secretarial functions.

Jun 2022

Jan 2023

IT Support — ERP Systems & Testing

Alebda Technology Alhadith LLC (Ijtimaati) — training course

- Tested ERP modules and documented defects for the development team.
- Assisted end users with system access, configuration and troubleshooting.

EDUCATION

2015

2021

Bachelor of Internet & E-Security

University of Technology and Applied Science – Muscat

Graduation project — Secure shopping system. Hardened an existing e-commerce platform: penetration testing with Kali Linux to identify vulnerabilities, then implemented password hashing, reset and change flows, session timeout, email verification and SSL encryption.

SKILLS & LANGUAGES

Technical

Web development · CRM · Technical support · PHP programming · HTML and CSS · ERP systems · Web testing · UI/UX design

Professional

Leadership · Organisational · Teamwork · Creativity · Flexibility · Time management · Communication · Problem solving

Languages

Arabic (native) · English (excellent)

Personal

Omani national · Driving licence