

Abdullah Alnasser

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Experiences

Call Center with Neom hospital

Raya cx | khobar, Saudi Arabia

Apr 2024 – Jan 2025

- Managed over 150 patient calls daily, including appointment scheduling and inquiries, ensuring timely access to medical services.
- Resolved customer issues with a 90% first-call resolution rate, directly contributing to higher patient satisfaction scores.
- Communicated fluently in both English and Arabic, enabling effective support across diverse patient backgrounds.
- Recognized by supervisors for professionalism and accuracy in handling sensitive patient information.

Coop training program

Aramco | Dhahran, Saudi Arabia

Sep 2023 - Dec 2023

- I collaborated with IT support teams to troubleshoot and resolve over 30 technical issues, contributing to faster resolution times and improved operational continuity.
- Assisted in diagnosing and resolving technical issues during both in-person and virtual meetings.
- I assisted in developing and programming the web pages for the awards program featured on the EXPEC ARC building website.
- I enhanced my problem-solving and communication skills while working in a fast-paced, collaborative environment.

Education

Jubail University College

Diploma Degree in Computer and Information Technology

Sep 2021 – oct 2024

Skills

- Microsoft Office
- HTML, CSS and JS
- Java language
- SQL language
- Teamwork
- Ability to work under pressure
- ASP.Net language
- Problem solving
- Effective Communication
- Power BI
- Software & Hardware Development

Courses

1. IT Helpdesk – Ustady | 8 weeks | 2025

A practical training program covering IT helpdesk operations, technical issue resolution, and support ticket management in enterprise environments.

2. Web Application Development – Dorooob | 2024

An introductory course in building web applications using HTML, CSS, and JavaScript, focusing on creating interactive user interfaces.

3. Operating Systems Basics - Cisco | 12 Hours | 2025

A foundational course on operating systems, exploring their components, functions, and how they manage hardware and software resources.

5. Google IT Support - Google Coursera | 92 Hours | 2025

A professional certificate program that covers core IT support skills, including Technical Support, troubleshooting, networking, system administration, and customer service.

6. Power BI - Satdr | 2025.

7. Python - Satdr | 2025

8. Microsoft Office - Dorooob | 2024