Abdullah Alnasser
Dammam, Saudi Arabia
a1bdullahali123@gmail.com | +966 53 667 0701
 https://www.linkedin.com/in/abdullah-ali-alnasser | https://abdullah-alnasser.netlify.app

Dear Hiring Manager,

I am writing to express my strong interest in opportunities within the IT and technical support field. My academic background in Computer and Information Technology, combined with practical experience at Aramco and Raya CX, has equipped me with a solid foundation in IT support, customer service, and software development.

During my cooperative training at Aramco, I collaborated with IT teams to troubleshoot and resolve technical issues, while also contributing to web development projects. At Raya CX, I supported NEOM Hospital's patients, managing over 150 calls daily and achieving a high first-call resolution rate. These experiences enhanced my problem-solving skills, ability to work under pressure, and effective communication in both Arabic and English.

In addition to my professional roles, I have invested in continuous learning through multiple certifications and courses, including:

- **Google IT Support Professional Certificate** (Technical support, troubleshooting, networking, and system administration).

- **IT Helpdesk – Ustady** (ticketing systems and enterprise support operations).

- **Operating Systems Basics – Cisco**.

- **Power BI – Satdr** (data visualization and reporting).

- **Python – Satdr**.

- **Web Application Development & Microsoft Office – Doroob**.

I have also developed my personal portfolio website (abdullah-alnasser.netlify.app) using **HTML, CSS, and JavaScript**, which showcases my skills, projects, and professional journey. This reflects my commitment to growth, adaptability, and practical application of technical knowledge.

With technical expertise in **Microsoft Office, SQL, ASP.Net, hardware/software troubleshooting, teamwork, and problem-solving**, I am eager to contribute to your organization by delivering effective IT solutions and ensuring excellent end-user support.

I would be grateful for the opportunity to discuss how my skills and experiences align with the requirements of your team. Thank you for your time and consideration.
Sincerely,
Abdullah Alnasser

Abdullah Alnasser

+966536670701 | a1bdullahali123@gmail.com | Dammam, Saudi Arabia |

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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   *Sep 2021 – oct 2024*
Diploma Degree in Computer and Information Technology

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

Projects

Personal Portfolio Website | https://abdullah-alnasser.netlify.app
Developed a responsive personal website to showcase my background, skills, and projects using **HTML, CSS, and JavaScript, deployed on Netlify**

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. **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.
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.
4. **Power BI - Satdr | 2025**.
5. **Python - Satdr | 2025**
6. **Web Application Development – Doroob | 2024**
7. **Microsoft Office - Doroob | 2024**

Kingdom of Saudi Arabia
Royal Commission For Jubail & Yanbu
ROYAL COMMISSION IN JUBAIL
JUBAIL INDUSTRIAL COLLEGE

Graduation Certificate

المملكة العربية السعودية
الهيئة الملكية للجبيل وينبع
الهيئة الملكية بالجبيل
كلية الجبيل الصناعية

وثيقة تخرج

Jubail Industrial College certifies that
ABDULLAH ALI A ALNASSER
National ID: 1116642669
Has been awarded Intermediate Diploma Degree in
Computer and Information Technology
Has been graduated at the end of semester (First)
in the 1445H / 2023-2024G Academic year
with a (Good) Grade and a GPA of (2.71) out of (4.00)

The Certificate approved based on decision of council No:
452-3 on 01/02/2024

ID: 421901197   الرقم الجامعي:

Nationality: Saudi   الجنسية: سعودي

تشهد كلية الجبيل الصناعية ان :
عبدالله بن علي عبدالله الناصر
الهوية الوطنية: ١١١٦٦٤٢٦٦٩
قد حصل على درجة الدبلوم المتوسط في تقنية المعلومات و الحاسب الآلي
وقد تخرج في نهاية الفصل الأول
للعام الدراسي ١٤٤٥ هـ / ٢٠٢٣،٢٠٢٤م
بتقدير (جيد) بمعدل عام (٢.٧١) من (٤.٠٠)

تم منح الوثيقة بناء على قرار المجلس رقم ٤٥٢-٣ وتاريخ
١٤٤٥/٠٧/٢٠ هـ

مدير كلية الجبيل الصناعية
Managing Director

د.عبدالهادي عائض القرني
Dr.Abduladi A. Al-Qarni

SASCED-L: 554
SASCED-P: 06130301

وكيل شؤون الطلاب
Student Affairs Deputy

د.محمد سعيد الهاجري
Dr. Mohammad S. Al-Hajri

رقم تصنيف المستوى التعليمي   ٥٥١
رقم تصنيف التخصص التعليمي   ٠٥١٣٠٣٠١

CERTIFICATE OF APPRETIATION

IS PRESENTED TO :

abdullah ali alnasser

to acknowledge completing the Vocational Colleges Internship Program and thank him for the dedication and contribution during the assignment with Saudi Aramco from 9/04/2023 through 12/07/2023.

Mohammed Alammar

Supervisor, Vocational Training Collaboration Unit

Vocational Training Partnership Division

5 Courses

Technical Support Fundamentals

The Bits and Bytes of Computer Networking

Operating Systems and You: Becoming a Power User

System Administration and IT Infrastructure Services

IT Security: Defense against the digital dark arts

May 28, 2025

Abdullah Alnasser

has successfully completed the online, non-credit Professional Certificate

Google IT Support

Those who earn the Google IT Support Professional Certificate have completed five-courses, developed by Google, that include hands-on, practice-based assessments and are designed to prepare them for entry-level roles in IT support. They are competent in foundational skills, including troubleshooting and customer service, networking, operating systems, system administration, and security.

Amanda Brophy
Global Director of
Google Career
Certificates

Verify this certificate at:
https://coursera.org/verify/professional-cert/RHJC72DZCNK2

CISCO Networking Academy

This certificate is awarded to

Abdullah Alnasser

for successfully completing

Operating Systems Basics

offered by Networking Academy
through the Cisco Networking Academy program.

Lynn Bloomer

Lynn Bloomer
Director
Cisco Networking Academy
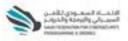
02 Mar 2025
Completion Date

أكاديمية طويق
Tuwaiq Academy

سَطر

شهادة إتمام

تشهد منصة سَطر بأن

Abdullah Alnasser

قد أتم دورة

Python 102

مستوى متوسط

بمجموع ــــــــــــــــــ ثلاثة ساعات عبر منصة سَطر

مع أطيب الأمنيات بالتوفيق والسداد

الاتحاد السعودي للأمن السيبراني والبرمجة والدرونز
SAUDI FEDERATION FOR CYBERSECURITY, PROGRAMMING & DRONES

وزارة الاتصالات وتقنية المعلومات
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

تاريخ الإصدار 2024-11-09

شهادة إتمام دورة إلكترونية

CERTIFICATE OF COMPLETION

Doroob Wishes to Congratulate

ABDULLAH ALI ALNASSER

National ID

1116642669

On Completing the Course

Web Application Development

Number of Training Hours: 2

Issue Date: **2024-09-25**

Wishing You Continuous Success

يبارك التدريب الإلكتروني لـ

عبدالله علي الناصر

السجل المدني

١١١٦٦٤٢٦٦٩

لإتمام دورة

تطوير تطبيقات الويب

بواقع عدد ساعات تدريبية: ٢

تم إصدارها بتاريخ: ١٤٤٦-٣-٢٢

مع تمنياتنا بدوام التوفيق والنجاح

doroob
صندوق تنمية الموارد البشرية
Human Resources Development Fund

5791f75f60054eb4a0701dc1a81b9d39

شهادة إتمام

تشهد منصة سَطر بأن

Abdullah Alnasser

قد أتم دورة

Power Bi 103

مستوى متوسط

بمجموع _____ **ساعتان** _____ عبر منصة سَطر

مع أطيب الأمنيات بالتوفيق والسداد

تاريخ الإصدار 2025-06-05