Laith Saudi

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PC SUPPORT TECHNICIAN, IT PROFESSIONAL

- New PC Setup Deployment and Configuration
- All Device Driver Setup and Configuration
- PC Hardware Upgrades and Maintenance
- Microsoft Windows
- All Windows Applications
- Printer Deployment and Configuration
- Scanner Deployment and Configuration
- Digital Camera Setup
- Network Wi-Fi Booster Deployment and Configuration
- DNS and Nameserver Pointing
- HTML/CSS/JavaScript
- Business Network Setup & Administration
- Network Device Configuration and Deployment
- Network & Computer Security
- Team Player
- Problem Solver

EDUCATION

California State University, San Marcos   San Marcos, CA

Bachelor's of Science, Business Administration: Management Information Systems   2015

EXPERIENCE

SDTW Direct/SD Tire and Wheel   Chula Vista, CA

Webmaster / I.T. / PC Technician   December 2018 – January 2020

- Manages two eBay stores, 6,000 Ads in total, creating new ads and editing old ads for compliance
- Updates inventory quantity for two eBay stores and wholesale store three times a week using excel spreadsheets
- Adds new inventory weekly based on incoming shipments
- Maintains three company owned websites, including DNS Records, Email, and Content
- Creates weekly product email blasts using constant contact
- Manages all electronics (phones, computers, printers, email, software) as I.T. Technician for our office and two retail locations
- Diagnoses and fixes problems with UPS Worldship and Quickbooks
- Diagnoses and fixes problems from previous employee holding position. I.E. Website was crashing, DNS records were not properly configured, eBay ads have not met compliance, eBay ad descriptions were broken
- Coordinates with accountant and ISP to get him VPN access to our books
- Maintains and updates photo gallery of products, 7,000+ photos
- Manages licenses of Office365, Adobe, and TABS Autofluent software for employees at 3 locations
- Manages passwords for all employees for each software/cloud service used

- Updates software for all computers and maintains diagnostics regularly
- Creates new employee work stations including installing and configuring all required software and licenses

E Local Solutions
San Marcos, CA

Developer / PC Technician
March 2018 – December 2018

- Installs Google Analytics and Google Webmaster Tools on several websites
- Runs reports about client website health and rankings
- Installs Sitemap.xml on client websites
- Installs Robots.txt on client websites
- Posts blogs on various website platforms. I.E. Wordpress, Joomla, Drupal
- General I.T. person in the office

BNi Publications
Oceanside, CA

Digital Marketing Specialist / PC Technician
January 2017 - March 2018

- Codes and schedules e-mail blasts to market products and send e-newsletters with A/B split testing
- Copywrites content for emails, landing pages, and product pages
- Codes e-mails and webpages with HTML5 and CSS
- Creates and edits posts on Wordpress, Twitter, and Facebook
- Creates infographics, web banners, and social media images using Adobe Photoshop
- Helps manage Pay Per Click Campaigns on Google AdWords and BingAds
- Sorts through revenue data and determines what works and what did not work for advertisements
- Makes a consistent $4,000 - $8,000 a week for the company sending e-mail advertisements

Ads Inc.
San Diego, CA

Network Manager / I.T. / PC Technician
February 2016 – December 2016

- Sets up Ad pixels which record clicks, sales, and cookies in HasOffers and other external networks for Facebook and with direct advertisers. Uses network CRM platforms like Cake, Hitpath, Limelight
- Performs routine maintenance in HasOffers to keep information up to date on offers, advertisers and affiliatesManages Voluum database for each affiliate
- Sets up tracking pixels between HasOffers, network CRM platforms, and affiliate Voluum accounts
- Weekly spreadsheet reconciliation of affiliate sales deducting spends and totaling profits
- Troubleshoots pixel tracking issues on each network and in HasOffers and on Facebook
- Password management using the LastPass Application for each affiliate and each website

Plum Networks
Oceanside, CA

Network Administrator / I.T. / PC Technician
February 2015 – February 2016

- Manages hotel internet WiFi and network
- Maps I.P. addresses to relevant switches and routers
- Installs remote configuration devices
- Installs wireless signal boosters throughout the ceiling of the hotel to amplify connection speed for guests
- Directly affected bottom line by 60%, upgrading the network and keeping guests online

Nexgate
Oceanside, CA

Intern
April 2014 – January 2015

- Uses proprietary social media application to help tag profiles for compliance-
- Conducts analysis for a social media brand protection
- Drastically increased flagged profile count by 20% in order to help their businesses monitor their online presence

Plum Networks   Oceanside, CA

Digital Marketing Specialist / PC Technician

January 2013 – February 2014

- Manages hotel internet WiFi and network
- Maps I.P. addresses to relevant switches and routers
- Installs remote configuration devices
- Installs wireless signal boosters throughout the ceiling of the hotel to amplify connection speed for guests
- Directly affected bottom line by 60%, upgrading the network and keeping guests online