

# Sultan Ayidh

IT Specialist

## CONTACT

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## PROFILE

Results-driven and highly motivated IT graduate holding a Bachelor's degree in Information Technology from King Abdulaziz University. Passionate about network security, system administration, and cloud computing technologies. Skilled in troubleshooting complex technical issues, providing exceptional technical support, and collaborating effectively with cross-functional teams. Demonstrates strong analytical thinking, creative problem-solving abilities, and excellent organizational skills. Proven ability to learn quickly, adapt in fast-paced environments, and maintain attention to detail while managing multiple priorities.

## INTERNSHIP EXPERIENCE

### IT Support Intern, King Abdulaziz University Hospital

June 2023 – August 2023

- Resolved over 50 technical support tickets weekly across multiple departments, significantly improving hospital staff productivity and reducing system downtime by 15%.
- Successfully deployed and configured critical medical software applications, enhancing workflow efficiency by 20% and streamlining patient care processes.
- Collaborated closely with senior IT team members to monitor and maintain complex network infrastructure, consistently achieving 99.9% system uptime during the internship period.
- Designed and delivered comprehensive training sessions for over 30 hospital staff on new software features, resulting in a 15% decrease in user errors and improved system adoption.
- Documented more than 10 technical procedures and created user guides to improve knowledge sharing and reduce troubleshooting time by 25%.
- Led a small project to optimize the hospital's Wi-Fi coverage, increasing connectivity reliability by 30%.
- Assisted in migrating over 200 user accounts to a new Active Directory domain, ensuring zero downtime during the transition.

## EDUCATION

### Bachelor of Science in Information Technology, King Abdulaziz University

Jan 2020 – Aug 2024

- Coursework included Network Security, System Administration, Database Management, and Software Engineering.
- Final project: Developed a secure cloud-based inventory management system using Microsoft Azure.

### Mawhiba Program Scholar

2014 – 2018

- Selected for a prestigious program for gifted students, receiving advanced academic training.

## TECHNICAL SKILLS

<b>Operating Systems:</b>	Windows Server, macOS, Linux	<b>Programming:</b>	Python, HTML/CSS, JavaScript
<b>Networking:</b>	TCP/IP, DNS, DHCP, VPN, Firewalls	<b>Cloud Platforms:</b>	Microsoft Azure, AWS Basics
<b>Software:</b>	MS Office Suite, Remote Desktop, VMware	<b>Security Tools:</b>	Antivirus, Network Monitoring
<b>Databases:</b>	MySQL, SQL Server	<b>Project Management:</b>	Agile Methodologies

## SOFT SKILLS

Leadership • Communication • Teamwork • Time Management • Adaptability • Problem Solving • Critical Thinking • Attention to Detail • Eagerness to Learn • Analytical Thinking • Creative Problem-Solving • Organizational Skills • Multitasking • Initiative • Resilience • Customer Service • Patience • Active Listening

## CERTIFICATES & MEMBERSHIPS

### Introduction to Cybersecurity Certification

2021

Ministry of Communications and Information Technology – Comprehensive cybersecurity fundamentals.

### Member, Saudi Council of Engineers (SCE)

Sep 2024 – Sep 2025

Professional Engineering License – Specialization: Information Technology.

### Cloud Practitioner – AWS

June 2025

Amazon Web Services – Fundamental cloud computing concepts and AWS core services.