

Sultan Ayidh

IT Support Specialist — AWS Cloud Practitioner Certified

Contact

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Portfolio: sultanayidh.site

Profile

IT Support Specialist experienced in resolving technical issues, maintaining reliable IT systems, and providing effective user support. Brings additional skills in cloud fundamentals (AWS), adding value in hybrid IT environments.

Internship Experience

IT Support Intern, King Abdulaziz University Hospital

Jun 2023 – Aug 2023

- Troubleshooting and solving 30+ technical issues weekly, contributing to reduced system downtime and improved operational efficiency.
- Assisted in deploying and configuring specialized medical software.
- Collaborated closely with senior IT personnel to proactively monitor and maintain the network infrastructure, ensuring high availability of critical systems.

Education

Bachelor of Science in Information Technology, King Abdulaziz University

Sep 2019 – Aug 2024

- Completed practical labs and projects in network setup, server management, and cloud deployment.

Mawhiba Program Scholar

Sep 2014 – Jun 2018

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

Certificates

AWS Certified Cloud Practitioner

Jun 2025 – Jun 2028

Amazon Web Services — Core AWS services and foundational cloud concepts.

Google IT Support Professional Certificate

Sep 2025

Google -course program covering IT fundamentals, networking, security, and system administration.

Technical Skills

- **Operating Systems:** Windows, macOS, Linux administration and troubleshooting.
- **Networking:** TCP/IP, DNS, DHCP, VPN, firewall configuration and security.
- **Cloud Platforms:** AWS (EC2, IAM, S3, CloudWatch), Microsoft Azure.
- **Tools:** MS Office, VMware.

Soft Skills

Effective Communication, Teamwork, Problem Solving, Adaptability, Initiative

Projects

Personal Portfolio & Blog Website

Jun 2025 – Jul 2025

- Developed and deployed a personal portfolio website and a dedicated blog.
- Configured a custom domain and implemented a subdomain structure for the blog.
- **Skills:** Domain & DNS Management, Website Deployment & Hosting.
- **Links:** sultanayidh.site, blog.sultanayidh.site