AMER ALYUSUF

☏

+966 50 948 6803

✉

amer1988@gmail.com

🌐

https://amer266030.github.io

LANGUAGES

Arabic ●●●●●
English ●●●●○

SOFT SKILLS

Problem Solving
●●●●●●●○

Critical Thinking
●●●●●●●○

People Skills
●●●●●●○

COMPUTER SKILLS

MS Office/iWork
●●●●●●●○

Windows/Mac OS
●●●●●●●○

Xcode/Swift
●●●●●○○

IT Troubleshooting
●●●●●●○

Adobe CC
●●●●●○○

PROFILE

5+ years experienced IT professional with strong administrative skills and a good understanding of ITSM concepts and principles. Now seeking to contribute my experience, skills and expertise in a team oriented environment.

PROFESSIONAL EXPERIENCE

Computer Technician / Computers for classrooms / 2011

Tested faulty machines and made necessary hardware replacement.

Consulting / AlSafa Club (non-profit) / 2015

Surveyed and gave recommendations for purchasing devices and software.

IT-Technician / Eastern Cement Co. / 2014 - Present

Roles:
- PC Support (2014): Configure and troubleshoot PCs and printers
- Help Desk (2015): Provide phone support and assign/resolve requests.
- SCCM (2017): Deploy and update agents, monitor devices, apply patches, and generate reports.
- Security (2018): Deploy and update agents, monitor devices, apply patches, and generate reports.
- Compliance Officer (2018): Prepare documents and arrange meetings with internal auditors.
- Project Management (2020): Managing and administering providing security awareness training across the organization.
- Project Coordination: Handled communications with relevant stakeholders for various projects

PERSONAL EXPERIENCE

IOS Developer: Developed and published two IOS applications

GMAT PRACTICE TEST
Preparation tests of GMAT exam-like questions.

TILE SHIFTER
Speed challenge tile sliding game.

EDUCATION

California State University, Chico / Dec 2013
Bachelor of science in **Computer Information Systems**
Minor in **Business Administration**

ITIL® Foundation Certificate in IT Service Management / 2020

ITIL® 4 Specialist Drive Stakeholder Value Certificate / 2020

Oracle Cloud Infrastructure Foundations 2020 Certified Associate

(Udemy) The complete iOS App Development Bootcamp / 2018

(Udemy) iOS Game Development with SpriteKit & Swift / 2018

Certificates of Attendance (2020):
- "Oracle EPM Cloud: Re-imagine your Financial Processes in The Cloud"
- Framework for Pre-emptive Defense Against COVID-19 Phishing Scams