ELHAM ALOTAIBI

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Profile

"An Information Technology specialist with experience in network administration, server support, and cybersecurity. Seeking to join a professional work environment where I can utilize my technical skills to troubleshoot IT issues, enhance system performance, and provide technical support to ensure business continuity and efficiency."

Experience

IT Support, Network Technician – Mehran Company   (1\1\2025 to 1\7\2025)

- Configured and managed wired and wireless networks: Designed and optimized internal networks to ensure stable and secure performance, with continuous monitoring and regular enhancements.
- Managed email services: Created and maintained employee email accounts via cPanel, ensuring integration with other systems and applying security best practices.
- Server administration and monitoring: Monitored server performance, communicated with servers to troubleshoot technical issues, and ensured uninterrupted digital services.
- Provided technical support to staff: Responded promptly to IT support requests, diagnosed issues related to network, hardware, or software, and resolved them efficiently.
- Maintained user devices and software: Installed required systems and applications, performed regular updates, and handled technical malfunctions.
- Secured IT infrastructure: Applied information security policies in collaboration with cybersecurity teams and ensured antivirus and firewall systems are up to date.
- Documented IT assets and configurations: Maintained accurate records of all IT assets, settings, and configurations to support effective future management.
- Supported backup and recovery systems: Executed regular backup plans and performed data recovery when needed to ensure business continuity.
- Contributed to IT environment development: Provided recommendations to improve performance and explored innovative technology solutions to support business needs.

IT Support, SMART WAY TECHNOLOGY CO   2022-2024

- Receiving reports and complaints: Handling user inquiries via phone, email, or a ticketing system and resolving technical issues.
- Software and hardware maintenance: Ensuring all systems are functioning correctly and performing necessary updates or replacing hardware when needed.
- Remote user support: Providing technical assistance to users remotely to solve issues like device setup and restoring system access.
- Documentation and follow-up: Recording problem details, available solutions, and documenting processes to facilitate future issue handling.

Education

BACHELOR OF COMPUTER SCIENCE, PRINCESS NORA BINT ABDULRAHMAN UNIVERSITY

Achievements

Professional accreditation, classification of computer science specialist

Skills

- Technical analysis.
- Security Tools (Wireshark, Nmap)
- Analytical & Planner.
- Teamwork.

Courses

- CCNA (3 months).
- Basics of Cybersecurity course.
- Security +
- Computational computing course at the American.
- Introduction to Web Development .
- JAVA ,C#,PHP,CSS,HTLM
- Network +

Language

- Arabic
- English