

JALEED MEKKEKAT

IT TECHNICAL SUPPORT ENGINEER

CONTACT

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 Riyadh, KSA

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AWARDS & CERTIFICATIONS

- **SCE membership as computer technician**
- ADVANCED DIPLOMA IN COMPUTER HARDWARE AND NETWORKING
- MCSA WINDOWS SERVER 2012 CERTIFIED
- MCP MICROSOFT CERTIFIED PROFESSIONAL

Certificate of Appreciation:

- Received Certificate of Appreciation for effective contribution to the successful completion of the Credit Process Automation (CPA) project at Alrajhi Bank.
- Received Certificate for contribution to business continuity activities during the COVID-19 period in 2020.
- Received Certificate for being involved in the Data Centre Migration program in 2019.

PROFILE

Experienced and customer-focused IT Technical Support Engineer with 10 years of expertise in computer hardware, network engineering, and software applications. Proven track record of delivering exceptional customer service and resolving complex technical issues while working for the Ministry of Education and a top leading bank in the dynamic IT sector of Saudi Arabia. Strong interpersonal skills and a passion for providing tailored solutions. Seeking new opportunities to leverage my skills and contribute to organizational success in IT support.

WORK EXPERIENCE

IT TECHNICAL SUPPORT ENGINEER

AL-RAJHI BANK HEAD OFFICE, RIYADH SAUDI ARABIA

Nov 2018 - Currently



- Manage active directory, giving Internet and shared folders access to users, creating accounts, and assigning licenses for AutoCAD and Tally users.
- Proficient in hardware replacement and upgrades, including monitors, printers, desktops, IP phones, routers, switches, network cabling, and crimping.
- Coordinated with Al-Rajhi IT for project flow and technical requirements regarding LAN, WAN, VPN, TDS, ISD, and database administration.
- Resolved IT technical issues related to proxy, browsers, firewall, desktop, laptop, and Ethernet.
- Provided application support, analyzing and resolving issues with page reloading.
- Managed BMC Remedy ticketing platform for user access arrangements.
- Offered remote support for AL Rajhi Bank branch users, addressing hardware, software, and application issues.
- Led RFP process for IT equipment vendors based on SLAs and competitive pricing.

SKILLS

- Proficient in working with MAC OS and Outlook email, providing both onsite and remote technical support.
- Extensive knowledge and experience with Microsoft Office Suite, including Outlook, Word, Excel, and PowerPoint.
- Up-to-date understanding of computer operating systems, computer hardware systems and components, LAN and WAN connectivity, and their maintenance.
- Basic knowledge in programming languages such as C/C++, HTML, CSS, JavaScript, jQuery, and bootstrap.
- Possesses excellent people skills, a friendly and helpful attitude, and the ability to effectively communicate with staff at all levels.
- Demonstrates the ability to work collaboratively as part of a team and quickly adapt to new situations and scenarios.

EDUCATION

higher secondary

Jun 2007 - Mar 2009

Oriental Higher Secondary School

Secondary School

Oriental Higher Secondary School

LANGUAGES

ENGLISH-ARABIC-HINDI-
MALAYALAM

COMPUTER & NETWORKING TECHNICIAN

TAIF UNIVERSITY , TAIF SAUDI ARABIA

Oct 2012 - Oct 2018



- Installed and maintained company computer systems and network, ensuring optimal performance and functionality.
- Proficiently conducted troubleshooting and repair to address computer issues and ensure seamless operations.
- Expertise in troubleshooting and repairing networking-related problems to maintain a stable and reliable network infrastructure.
- Assisted office staff with computer application questions, providing prompt and effective support to enhance productivity.
- Conducted repairs and maintenance for printers and scanners, ensuring they were in proper working condition.
- Successfully installed and configured CCTV systems and Cisco video conferencing devices, facilitating secure and efficient communication within the organization.

PROJECTS

- Successfully facilitated the transition of the email domain address for all users in AL Rajhi Bank's engineering department.
- Played a key role in the Windows 10 migration project for desktop and VDI users in the AL Rajhi Bank engineering department in 2019 for more than 200 users.
- Played a significant role in the successful completion of the Credit Process Automation (CPA) project at Alrajhi Bank.
- Engaged in the Data Centre Migration program in 2019.
- Actively participated in business continuity efforts amidst the COVID-19 pandemic in 2020.