

**Khalid Adil bin Hashim**

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**PROFESSIONAL SUMMARY**

**Technical Support Specialist** with hands-on experience in client support, hardware troubleshooting, and software release management. Proven track record of maintaining high client satisfaction and effectively monitoring mission-critical operations, including projects for the **Ministry of Interior** and **Security Operations Center (911)**. **AWS Certified Cloud Practitioner** with strong analytical and problem-solving skills.

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**PROFESSIONAL EXPERIENCE****Technical Support Level 1**

CCC by STC – Security Operations Center (911)

August 2024 – Present

- Manage technical issues via ticketing system, including hardware troubleshooting (PCs, printers, keyboards), system formatting, and real-time monitoring.
- Ensure continuous 911 operations by resolving incidents promptly or escalating to higher support levels.

**Technical Support Level 2**

Tasheel Information Technology – Ministry of Interior Project

October 2023 – August 2024

- Provided technical support, client training, and software release management for Ministry of Interior project.
  - Liaised between clients and development teams to meet business requirements.
  - Improved issue resolution processes, enhancing client satisfaction.
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**EDUCATION**

Bachelor of Computer Science

Prince Sattam Bin Abdulaziz University, Al-Kharj, Saudi Arabia

Graduated: 2023 | GPA: Very Good

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**CERTIFICATIONS**

AWS Certified Cloud Practitioner

Amazon Web Services (AWS) — Issued July 27, 2025

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**SKILLS**

Technical Support | Troubleshooting | Hardware Maintenance | Ticketing  
Client Training | Project Coordination | Problem Solving | Cloud Basics