

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.

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.

EDUCATION
Bachelor of Computer Science
Prince Sattam Bin Abdulaziz University, Al-Kharj, Saudi Arabia
Graduated: 2023 | GPA: Very Good

CERTIFICATIONS
AWS Certified Cloud Practitioner
Amazon Web Services (AWS) — Issued July 27, 2025

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