



SARAH ABDULRAZZAQ

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ADD: BGD, ADHAMIA, SABA'A ABKAR

SUMMARY

I have the ability of self-learning and endure hard work and pressure, also have the ability to work alone or with a team and sharing information. I'm Seeking a position where experience can be further developed and utilized in a challenging environment.

EDUCATION

AL-MANSOUR UNIVERSITY COLLAGE

2012-2016

Computer Communication Engineering

Bachelor Degree

WORK EXPERIENCE

FASTIRAQ TELECOMMUNICATION COMPANY

2016 — PRESENT

Technical Support Engineer

- Perform the PPPOE on SAS3 system and Freshdesk ticket system.
- Respond to support requests from end-users and basic troubleshooting tasks.
- Answering questions via email, phone, skype, website and managing the Facebook, Instagram, Twitter accounts of the company.
- Following up with clients to verify optimal customer satisfaction and problem resolution.
- Monitoring systems to troubleshoot the issues such as PRTG and The Dude.
- Document all support interactions in the system for future reference, also daily excel reports to management.
- Uploading files on the share and cinema sites of the company and vodu.
- Design the social media posts.

QUALIFICATIONS

IT Essentials **5.0** (2015).

CCNA Routing and Switching (academy from Al-Mansour university)

Microsoft Office from Alison

English for business from

AlisonCCNA (IT training house).

Mikrotik MTCNA (MK Center).

Graphic Design Diploma (Bright Future Center)



LANGUAGES

Arabic Native

English Good

INTERESTS

Reading books, Movies, Sports, Travel, Music and surfing the internet

REFERENCES

References available upon request.

