

MANsour ALJUAID

IT Support

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IT Support Technician with more than nine years of experience in troubleshooting and excellent interpersonal skills to assist customers with computer issues. I possess a thorough knowledge of computer hardware and software applications. I have a Bachelor's Degree in Information Technology from Saudi Electronic University and a Diploma in Networking from the College of Technology.

Highly skilled in IT Services, Networking, Active Directory, Leadership, Training, and Customer Service, I am continuously in search of an opportunity that allows me to grow personally and professionally.

Skills

Stress Management Overview

●●●●●
Excellent

Task Management

●●●●●
Excellent

Network Topologies & Technologies

●●●●●
Excellent

IT Security

●●●●●
Good

Active Directory

●●●●●
Very Good

Network Admin

●●●●●
Very Good

IT Services

●●●●●
Excellent

Customer Service

●●●●●
Excellent

Work History

2013-08 - Current

IT Center Support

Saudi Electricity Company, Taif

- Managed over 25 customer calls per day.
- Installing and configuring computer hardware, software, systems, networks
- Establish accounts for new users and assist with password or login problems
- Talking to clients and computer users to determine any problems encounter
- Provide technical direction to co-workers on computer and network usage and offer comprehensive advice and instructions
- Test, evaluate, and make decisions about new technology
- Installing well-functioning computer networks, connections and cabling.

Education

2014-08 - 2019-05

Bachelor of Science: Information Technology

Saudi Electronic University - Taif

Technical skills:

- Database design and database management.
- Web development and web design.
- Mobile applications programming and development.
- Programming and coding.
- Networks and networks management.
- Operating systems: Windows, Mac OS, Android.
- Language's: Java, JavaScript, PHP, XML, SQL, CSS.
- Microsoft office suite.
- System Analysis.

Personal skills:

- Collaborative and able to work in teams or groups.
- Independent and self-sufficient in handling tasks.
- Motivated and always willing to learn new things.
- Analytical with excellent creative problem-solving skills.
- Excellent in time management skills.

2009-09 - 2011-12

Associate of Science: Networking

College of Technology - Taif

- Grade: 4.70 Excellent with the second honor degree.
- Designing and installing well-functioning computer networks, connections, and cabling. Performing troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of the network.

Languages

Arabic

● ● ● ● ●
Excellent

English

● ● ● ● ●
Very Good

Certifications

2020-12

ITIL® Foundation

2013-07

Server+