



# WALEED ALI AHMAD


## End User Support Specialist / IT Engineer

An enthusiastic and dedicated "End User Support Specialist / IT Engineer" experienced in building and installing Hardware, Software on servers. Adept at troubleshooting hardware/software issues, submitting warranty claims on unsupported hardware, performing repairs on HP laptop and desktop computers, prepping systems for imaging, and entering commands and observing system functions to verify correct operations and detect errors.

Looking forward to acquiring a challenge to utilize my current skills and knowledge and help me to further develop these skills in a practical and challenging environment.

 Riyadh, Saudi Arabia

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## EXPERIENCE

April 2021  
Present

### END USER SUPPORT SPECIALIST

**ZAIN, KSA**

<http://sa.zain.com>

Riyadh, Saudi Arabia

- Responsible about technical support for Riyadh HQ and call center.
- Responsible for managing and configuring BMC Remedy (ITSM) portal.
- Provide remote technical support for remote cities and flagships.
- Responsible to support laptops, desktops, and printers locally.
- Setup, restore/backup and troubleshooting windows 7 and 10.
- Responsible to resolve incidents/tasks within SLA.
- Perform daily health check for printers, meeting video conference and cisco IP phones.
- Configure and maintenance network and MFP printer with central print server.
- Advised on and submitted/approval service requests for any changes to existing environment.
- Work with vendor for warranty/repair on hardware.
- Manage the stocks in western region.
- Support 24/7 (on-call) when needed.

April 2018  
April 2021

### IT SUPPORT ENGINEER

**AQS-PEPSI**

<https://www.aqh.com.sa>

Abha, Saudi Arabia

- Provides technical support which included installation, maintenance, repairing and configuration of hardware, software, drivers, and other computer peripherals.
- Maintained an open line of communication with the assigned Service Delivery Coordinator to ensure customer satisfaction and meet Service Level Agreement.
- Responsible for the upkeep of computer hardware and can give users basic instructions on how to use hardware/software components.
- Responsible for maintaining hardware troubleshooting log and submitting a summary report to management each week.
- Assisted in planning and executing several large-scale computer hardware upgrades.
- For each hardware installation, develop support protocols.
- Maintain and repair technological equipment (e.g., routers) or peripheral devices
- Install well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
- Oversee security options for privacy purpose.

## KEY STRENGTHS

System Testing

Troubleshooting

Upgrades

Security Measurement

Data Recovery HW

Preventative Maintenance

## EDUCATION

**Bachelor's in Computer Engineering**  
King Khalid University

## PROFESSIONAL CERTIFICATION

- CCNA (Certified).
- Operational Planning Skills and Competencies of Planning Profile Business Training Center.
- Social Success of Die Learning Cenote of the Learning Center of Life.
- Oracle Database Management Systems from King Khalid University
- Diploma in English from the US Consulate General.