ABBAS ALSALEM

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PROFESSIONAL SUMMARY

Skilled in Azure cloud computing services with around 2 years' experience contract with Microsoft, and certified as Azure Administrator, Azure Developer and Azure Ambassador. Experienced in technical support with excellent skills in help desk, skilled in dealing with technical problems. Seeking to leverage development skills and expertise in IT sectors.

EDUCATION

Bachelor of Computer Information System| May 2018
King Faisal University – **Al HASA**

EXPERIENCE/ INTERSHIP

May 2021 – Present

Application Technical Support | Perfect Presentation (2P).
- Dealing with SQL database and extracting reports from the database.
- Respond on client's emails, calls, chat and solve the technical issues they face as fast as possible and ensuring clients satisfaction.
- System Administrator on Yamamah website for SMS, managing the accounts, handle and close the tickets issued by the clients
- Monitoring the performance and health of a networks, Servers, and devices management and ensuring the service works properly.
- Dealing with WhatsUp Gold, CACTI, PRTG, Fiddler, SMPP, APIs, Kannel and Grafana SMS monitors.
- Assigning tickets using CRM.

April 2019 – July 2020

Intern | Microsoft (Young Azurians Program)
- Contributing to the delivery of the latest Microsoft technologies for educational and commercial institutions to accelerate the digital transformation process.
- Presenting training lectures for the universities about Microsoft Azure Services.
- Running and using a lot of Microsoft Azure services during training sessions such as (Networking on Azure, Compute on Azure, Machine Learning and Storage on Azure).

GRADUATION PROJECT

- **Fingerprint Voting System** that helps municipal elections through get the voter information from database where his fingerprint is matching to his stored fingerprint in database.

CERTIFICATES

May 2021
- **PEGA System Analyst**

March 2020
- **Microsoft Azure Developer Associate**

Aug 2019
- **Microsoft Azure Administrator Associate**

May 2019
- **Microsoft Azure Fundamentals**

Nov 2018
- **Maintenance of computers and Technical Support certificate from Technical and Vocational Training Corporation (TVTC**)

TECHNICAL SKILLS

Platforms and Tools:	Azure, Pega, CRM, WhatsUp Gold, CACTI, PRTG, Fiddler, SMPP, Kannel and Grafana SMS monitor
Programming Languages:	HTML, CSS, JAVA, JAVASCRIPT, SQL

SOFT SKILLS

- Quick learner and self-motivated
- Team player and individual worker
- Excellent Communication
- Problem-solving

LANGUAGES

- Proficient in English Language.
- Fluent in Arabic Language.