YOUSEF AL-MUSALLAM

Information Technology

⌖ Saudi Arabia | ☎ 0548484544 | ✉ eng.yousef.almusallam@gmail.com

I have aptitude and drive and analyze and mitigate technical cases also the passion to gain a clear understanding of all the technologies root cause.

WORK EXPERIENCE

2022 - PRESENT

IT Specialist
confidential

- Plan and complete daily assigned tasks within deadlines.
- Maintain confidentiality and security of company documents and customers.
- Ensure to follow standard operating procedures and meet service level agreements.
- Install, configure and maintain software and hardware systems.
- Assist in development and enhancement of IT systems.
- Assess potential risks and technical challenges and prepare appropriate mitigation plans.
- Conduct IT related trainings to new hires, users and technical teams as needed.
- Analyze system issues and provide resolutions.

2020 - 2022

Senior Technical Support Engineer
Riyadh Airports

- Airport systems administration including Maintaining system, Verify that peripherals are working properly, Quickly arrange repair for hardware in occasion of hardware failure, Monitor system performance , Install software, Monitor network communication, Update system as soon as new version of OS and application software comes out, Password and identity management.
- Perform root cause analysis to quickly recover from service interruptions, and to prevent recurring problems.
- Providing support, including procedural documentation and relevant reports.
- Monitor, manage, and tune platforms to ensure expected availability and performance levels are achieved.
- Coordinate activities with internal/external technology owners/service providers.
- Keep abreast of industry and technology trends.
- Install, customize, maintain, test, and troubleshoot operating systems and other systems software Configure, install, maintain, test, and troubleshoot hardware systems.

2017 - 2020

Technical Support Engineer
Riyadh Airports

- Support and maintains the computer systems and networks of an organization, provide technical assistance and support to employees.
- Incidents and Service Requests are managed effectively.
- Installing and configuring computer hardware operating systems.
- Monitoring and maintaining computer systems and networks.
- Talking staff or clients through a series of actions, either face-to- face or over the telephone, to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.

EDUCATION

2010 - 2015

Bachelor of Science in Computer Engineering
Yanbu University College

Continuing Professional Development (CPD) Diploma with Distinction in WEB DEVELOPMENT
Shaw Academy

CERTIFICATIONS

Certified Ethical Hacker | CEH
EC-Council

CCNA (Cisco Certified Network Associate)
Cisco

Integrated Business Processes with SAP ERP (TERP10)
Duisburg Essen University

Introduction to cyber security
The Open University

Participation in Yanbu University College Fair 2015
Yanbu University College
Certificate of Participation in Yanbu University College Fair 2015 which displayed student projects prepared.

Interactive Skills Training Course
Yanbu Industrial College

Job Training Course
Yanbu Industrial College

Microsoft academic program certificate
Microsoft
Microsoft academic program certificate of Attendance in Microsoft Mega Event at Taibah University.

Participation in Yanbu University College Fair 2012
Yanbu University College
Certificate of Participation in Yanbu University College Fair 2015 which displayed student projects prepared.

Certificate of Appreciation for winning Physics Quiz Competition
Yanbu University College

CORE COMPETENCIES

- Communication
- Critical Thinking
- Forecasting
- Project Management
- Troubleshooting
- Leadership
- Meeting
- Customer Service
- Performance Tracking
- Problem-Solving
- Scheduling
- Risk Assessment Management
- Planning
- Expertise
- Technical Support
- Systems Integration
- Time Management
- Quality Assurance

SKILLS

LANGUAGES

C, JAVA, Visual Basic, SQL, HTML, CSS, JavaScript

HARDWARE/SYSTEMS

PC, Admin, Mac, Windows, Linux

APPLICATIONS

Active Directory (AD)
Microsoft Office 365: Word, Excel, Outlook, PowerPoint

DATABASES

SQL database