BASHAYER SAUD BIN SARAAN

Single - 05/06/1999

BR.1999Q@GMAIL.COM

966+557798270

Saudi citizen

Summary:

Graduated in 2019 with experience of 3+ years in Information and technology field.

I am really passionate in the Information Technology field and I hope that I can bring all my best in this field to follow up with the Kingdom VISION 2030.

Experience

July 2021-presnt

Tahakom

Position: **Service Desk Specialist**

Responsibilities:

- Receive and analyze internal and external users requests and complains.
- Solve and coach the users on frontend solvable issues.
- Solve by assigning the issues to specialized teams in case backend solution needed.
- Raise and escalate any general issues and follow-up resolution.
- Knowledge transferring by creating knowledge topics in Tahakom Knowledge Platform.

Mar 2020-June2021

Ericsson

Position: **IT Support Engineer**

Ericsson project with Mobily operation center

Responsibilities:

- Receive and analyze external users requests and complains related to billing, services and complains.
- Assign the issues in ticket to the right team and follow-up resolution.
- Raise and escalate any general issues and follow-up resolution.

Feb 2019- May 2019

Tatweer Education Holding Company

 Position: **IT Support Internship**

Education

Diploma of Information Technology

Graduated April 2019

Community college in PNU

Joined in 2017 with GPA 4.25

Bachelor of E-Commerce

Expected to graduate 2023 Q1

Joined 2019 - Saudi Electronic University

Skills

- Using all Microsoft office programs.
- Using HTML, XML development programing.
- Teamwork, public speaking, leadership, fast learner
- Flexibility and ability to manage priorities, positive behavior.
- Java code

ADDITIONAL COURSES

- C++ from Cisco 2019
- Cybersecurity Essentials (SEC101) CBC2019 with
- Information security 2018.
- Cloud computing 2018.
- Software Development Life Cycle 2019.
- Security management skills 2019.