

Desired Job (I) Bank Customer Service Specialist. (II) NW Technician. Last Update: Aug 2010		Personal Details <input type="checkbox"/> Ayed Eid Al-thafery <input type="checkbox"/> Nationality: Saudi <input type="checkbox"/> Date of birth: 23.08.1983 <input type="checkbox"/> Marital status: Married <input type="checkbox"/> Mob. +966 (0) 555595478 <input type="checkbox"/> Email: aa_ayed@hotmail.com	
Qualifications <input type="checkbox"/> Diploma in Computer networks – Communications and information college (CIC) – Riyadh Fall 2004.			
Training Courses <input type="checkbox"/> Computer Hardware maintenance: <ul style="list-style-type: none"> Assembling computer parts Fixing hardware problems Software and operating system installation <input type="checkbox"/> Network+: <ul style="list-style-type: none"> Networks designing including: <ul style="list-style-type: none"> Low traffic networks design Design the users authorization level Define networks components include: <ul style="list-style-type: none"> Cables, Networks card, Distributing IPs Clients definition, Batch panel, Hubs Switches, Bridges, Routers, Servers, Wireless devices. Networks programming: <ul style="list-style-type: none"> Router, Switch , Hub, Server and PC programming <input type="checkbox"/> NCR auto teller machines (ATM) how to maintain and support <input type="checkbox"/> AlHumrani Auto teller machines (ATM) how to maintain and support			
Work Experiences <input type="checkbox"/> <u>AlRajhi bank - customer services (2007 up to date), Duties and responsibilities:</u> <ul style="list-style-type: none"> Handle transactions and answer customer questions Able to quickly decipher the customer's needs come up with the best solution clearly communicate that solution to the customer <input type="checkbox"/> <u>AlRajhi bank - communication department (2005 – 2007)</u> <ul style="list-style-type: none"> Duties and responsibilities: <ul style="list-style-type: none"> ATM's troubleshooting Clients call Arrange and arise up daily supporting reports <input type="checkbox"/> <u>Modern Academic – training and development center – computer instructor 2004</u> <input type="checkbox"/> <u>Al-DAWLIAH Computers hardware showroom</u> <input type="checkbox"/> <u>Cooperation training in directorate of boards guards – two months</u>			
Achievements <input type="checkbox"/> Highest score in AL-Rajhi monthly employees evaluation for more than one month, this evaluation measuring the following: <ul style="list-style-type: none"> Work productivity Work quality Attendance and punctuality 			
Skills <input type="checkbox"/> Ability to work under pressure <input type="checkbox"/> Ability to analyze work problems and take decisions <input type="checkbox"/> Team work employee <input type="checkbox"/> Ability to lead presentations <input type="checkbox"/> Marketing mentality			
Operating Systems & Software knowledge <input type="checkbox"/> Win 98/XP/VISTA <input type="checkbox"/> Office applications (Word, Excel, Power point)			
Languages <input type="checkbox"/> Arabic – native language <input type="checkbox"/> English – Good speaking and writing			
References <input type="checkbox"/> Available up on request			