



PROFILE

Dedicated IT Support Specialist with over 2 years of multifunctional experience with software, hardware, networks. Aiming to join a firm that values people and productivity and offers a great challenge to utilize my skills to improve end-user's experience.

EDUCATION

■ Dec 2017 – Jan 2020

Diploma of Computer Network ————— Institute of Public Administration GPA 4.69

EXPERIENCE

■ July 2020 – Present

IT Support

Ram Health Care Group

- Respond to customer calls / tickets regarding hardware, software, and networking.
- Troubleshoot hardware, OS, Security, and Network Problems.
- Prepare and configure end-users' computers and peripherals.
- Guide users with simple, step-by-step instructions and conduct remote troubleshooting.
- Follow up with next-level support personnel.
- Help create technical documentation and manuals.
- Perform asset management and IT procurement activities.

■ Oct 2020 – Dec 2020

CO-OP Trainee

CTC / Saudi Aramco

- Converting and Publishing eBooks
- Supporting hardware and network devices.

COURSES

- CompTIA Network+ Course Udemy
- CompTIA A+ / Security+ Course IPA
- MCSA Guide to Installing and Configuring
Microsoft Windows Server 2012 /R2 IPA
- Computer skills - Microsoft Office 2016 IAU
- Cyber security Course Udemy
- Ethical hacking SQL Attack injection Udemy
- HTML, CSS, jQuery and Bootstrap Udemy
- Front End Web Development Course Udemy
- Future Seekers Program Misk Academy
"Digital Marketing – Artificial Intelligence – Product Management - Business analytics"

SKILLS AND LANGUAGES

- Helpdesk Support
- Improving customer experience
- eBooks Publishing
- Adobe Photoshop
- HW/SW Installing
- Working with Microsoft Office
- Windows Client 10 and Server 12
- English language ★★★★★

CERTIFICATIONS

- Cisco Certified Network Associate - CCNA 200-125

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