MALAK AWAD

TECNECHAL SUPPORT (IT)

Saudi Arabia;Riyadh | 0501970118 | Malakalkareem@outlook.sa

PROFILE SUMMARY

Providing support and technical assistance to employees and customers facing IT problems, identifying the tools and supplies required to carry out the work of supporting employees and customers and solving the problems they face, providing technical information on information technology devices, systems and programs, preserving data and information related to technical support operations, and preparing and submitting work reports.

PROFESSIONAL SKILL

speaking English   Excellent time management

Customer service   Computer proficiency

TECHNICAL SKILL

Technical problem solving skill

Ability to complete work and repair faults as quickly as possible

EDUCATION

higherdiploma computer science– technical support   2016-2018
The General Organization for Technical and Vocational Training in Riyadh

Licenses and Certifications   2022
Professional Accreditation Certificate from the Saudi Council of Engineers

WORK EXPERIENCE

IT / technical support   2018-8/2018-12
King saud university/ Deanship of Digital Transactions

- Solve technical problems for employees and customers
- Solve problems related to systems and applications
- Giving new employees the authority to enter the company's systems

Member to Microsoft clubhouse   2017-2018

The General Organization for Technical and Vocational Training in Riyadh
- Organizing training workshops at Microsoft Academy
- Organizing training workshops for Cisco
- Holding a training workshop for new students to register at Microsoft Academy

COURSES

- English courses
- Technical and education course at work
- cyber security course
- liWorkshop Office 365
- ·CCNA Basics of Routing and Switching
- linux basics
- Introduction to Networks CCNA
- Course Installing and Configuring Windows server 2012
- Course Basic Microsoft Access
- Course Basic Microsoft Excel
- Basic of information Technology