

Rawan Musa Almutaury

IT support services

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Career objective:

Satisfy my ambition and my desire to accomplish and work in place interested in development and productivity to develop my skills in my field and to be an effective and productive member of the community.

Education

- 2019 - Diploma studies in IT system support, from International technical college AL Khobar with (4.3\5) GPA.
- 2021 - Juniper Networks Certified Internet Associate, (JNCIA -Junos) certification.
- 2017 Preliminary English test Certificate – Advanced Level. • 2017 Cambridge International Certificate for IT skills.

Work experience

(December 2022- present) National petroleum construction company NPCC KSA main duties included:

- Handling IT support services activities in KSA office and designated sites (Safanyah PMT office). In addition, limited remote support to offshore operation team in vessels.
- Managing all users accounts in KSA active directory by using MS azure portal or 365 admin center.
- Oversee the installation and maintenance of systems & Network to ensure they meet business need.
- Handling and expediting all end users ITSRs (information technology services requests) from KSA office by coordinating with Support services team at UAE.
- Analyze technical issues and develop solutions with superior.
- Managing and controlling all IT assets in KSA.
- Taking end user IT incidents via MS teams, Team viewer, mobile calls, and email.
- Conduct technical evaluation & testing of IT products to determine their usability or compatibility with existing system.
- Coordinating with IT suppliers to expedite the delivery of IT materials to NPCC and ARAMCO PMT offices.

(June -Nov 2019) Saudi Aramco company, Dharan on Job Training, main duties included:

- Hardware \ software troubleshooting - security system support
- Security system administration -Systems Testing

Projects:

- Saudi Aramco Jazan Marine Terminal Communication & Security test project.
- Saudi Aramco Fadhili Gas Plant Communication & Security test project.

(June- August 2018) New world International School, AL Khobar on Job Training, main duties included:

- Communicate with clients by phone or via official communication platforms
- Work on all admission and registration documents
- Developing and fixing problems related to the school's special system

Skills:

- Communication skills
- Fast learning
- Multitasking Skill
- Teamwork

Technical Skills:

- H\S troubleshooting
- Network troubleshooting
- System Testing
- System Auditing

Platforms:

- Microsoft office proficient
- Windows O.S \Servers proficient
- Juniper Networks

Languages:

- Arabic
- English Advanced Level