



# Bashayer A. Albluwi

Saudi Arabia | +966 563610409 |  
Bashayer.albluwi@hotmail.com

## CAREER OBJECTIVE

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A Computer information system (CIS) graduate with strong academic background combined with an excellent experience in IT Department. I am driven and committed to solving any data analysis task along with any technical challenges effectively.

## EXPERIENCE

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### **Al-Othman Holding Company, Dammam, SA**

*Employee as IT specialist, 2021*

- Locate and analyze the source of the issue, and devise a solution related to ME system problems.
- Taking the role of an admin, handling all the technicians in the Manage Engine system.
- Produce a weekly report on the tickets to prevent it from affecting our SLA.
- Responsible for IT Assets in ME.
- Working on Aramco portal.
- Assisting the HR department with USERS-related issues.
- Resolving challenging issues with the offshore team.
- Imparted training sessions for the new staff at our AOH
- Responsible for preparing presentations on any new IT requirement.
- Taking care of all transport rules which are created in Office 365 Portal.
- Handling the technical issues with the help of ME as a help desk.
- Responsible for ESS-related issues.
- Support the IT team in maintaining hardware and software.
- Responsible for our company email security as a Global administrator.
- Successfully performed configuration of Outlook Email Accounts.
- Worked closely with end-users to assess business requirements, support change, and deliver high-quality customer experiences.
- Responsible to set up new employee accounts in the Active Directory.
- Responsible for the COSEC system.

### **The continuing education center at IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY, Dammam, SA**

*Cooperative Trainee, Jun 2020- Aug 2020*

- Worked with the IT Developer team in Integrated Business Solutions Department.
- Web Developer: analyze the center's current website and develop a web-based financial system
- collaborated with clients.

## EDUCATION

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### **IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY, Dammam, SA**

*Bachelor of Science in Computer Information Systems (CIS), 2015- 2020*

## TECHNICAL SKILL

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**PROGRAMING LANGUAGE:** JAVA, C++, Android Developer Fundamentals.

**WEB DESIGN:** HTML, PHP, JavaScript, CSS.

**SOFTWARE:** Manage Engine, COSEC, Microsoft 365

**LANGUAGES:** English – Arabic Oral and Written Communication.