



SHOOG ALAMOUD ABALKHAIL

IT & E-COMMERCE

EXPERIENCE

SOCIAL MEDIA SPECIALIST

Dec 2021- present

Account Via social media (@lessoeus.sa)&(@LAZAL.SA)

TECHNICAL SUPPORT

Jan 2020- present

Imam Abdulrahman Bin Faisal University, Deanship of Information and Communication Technology, Khobar, Saudi Arabia.

- PCs Maintenance
- Working on system to solve technical and network requests
- Remote work and problem solving through software (Zoom, Teams, CMRM).
- Training new helpdesk employees and co-op students.

IT TECHNICIAN

Apr 2019- Nov 2019

Himmah Support Services Center (Project of Tatweer) Khobar, Saudi Arabia.

- Maintenance for computers and telephones(Yealink).
- Install the operating system and Office software for staff.
- Work on the HIS system and resolve system problems.

TECHNICAL SUPPORT

2017 - 2018

Imam Abdulrahman Bin Faisal University, College of Applied Studies and Community Service, Khobar, Saudi Arabia.

- PCs Maintenance Including the Following:
- Initial Setup [Image Install thru NIC]
- Troubleshoot Network connection problem, Cisco, ISE system
- Install and Troubleshoot Computers, E-Podium, Projector, VDI Lab, Printer

TRAINING COURSES

- Training-CompTIA IT Fundamentals (ITF+) , 2022
- Training-Operating systems management , 2022
- Course ITIL , 2020
- IT in the Workplace -Master Microsoft Office , 2020
- IT in the Workplace -How to Present Data , 2020
- Python Programming Course , 2019
- Cybersecurity in the information network,2019
- Executive secretary, 2018
- Basics of Motion Graphics, 2018

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Saudi Arabia, Dammam

LINKEDIN:SHOOG-ALAMOUD-ABALKHAIL

EDUCATION

IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY

Associate Diploma Certificate Degree in Information technology

2014 - 2017

SAUDI ELECTRONIC UNIVERSITY

Bachelor's degree in e-commerce

2018-present

SKILLS

- Writing official letter (Microsoft office)
- Graphic Design using Adobe | (After Effects, illustrator)
- Programming Language (HTML/CSS, PHP, C++,Python)
- Good in communication skills
- Problem analysis and problem solving skills

CERTIFICATE

- Technical membership in the Saudi Council of Engineers
With membership number 779513,
Valid for the date AUG 2023.
- Thanks and appreciation from the National Center for Measurement For effective and distinguished participation as a member of the Exam Implementation Committee
During different periods of
2021,2020,2019