# Ali AlQatari

**Location:**   Eastern Province, Saudi Arabia          **Mobile:**  (+966) 598460232

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## Objective

Seeking opportunities in the field of Information Technology to contribute acquired skills in challenging positions with a proven track record of providing system administration  to achieve corporate goals and objectives.

## Work Experience

**Eastern Region Support Coordinator**                                      Mar 2020 - Present
**ABSAR , Khobar**

- Provided needed support and maintenance for company's branches in Eastern Region ( Khobar, Bahrain, Jubail )
- Managed company's local network (Routers, Switches)
- Managed Sophos firewall and network security by establishing and enforcing approved policies and user internet access

**Professional Repair Technician / Sales**                            July 2019 – Mar 2020
**Aleph (Apple Premium Reseller)  , Dhahran**

- Finished Apple EcoSystem Workshop
- Got many service trainings from Apple ATLAS
- Studied and trained self paced training using Apple Seeds
- Promoted different Apple products, services and their accessories
- Solved and troubleshooted variety of users technical issues
- Used GSX service guidelines to achieve repairs as instructed
- Repaired different Apple products including iPhones, MacBooks and Mac in software and hardware
- Managed service tickets through RepairShopr ticketing system

**IT Support Technician**                                              Jan 2017 – Jan 2019
**Assystem Radicon , Khobar**

- Provided technical assistance to employees on inbound telephone calls
- Managed the ticketing system to follow employees assigned issues
- Performed troubleshooting through remote access when needed
- Managed WDS server for Windows deployment over the network
- Supported numerous company activities by configuring laptops, projectors and telephones
- Managed the inventory system with adding computers, monitors, printers and other peripherals

**System Administrator**                                              Mar 2016 – Nov 2016
**SSBS, AlOthman Holding Company , Khobar**

- Managed and maintained weekly and monthly backup solutions

- Managed and monitored installed systems and infrastructure
- Deployed and implemented operating systems and deploying servers
- Managed Active Directory along with implementing group policies with ManageEngine in different AlOthman companies
- Managed Email creation and services via Google Admin Console

**IT Support Technician**                                     Oct 2014 – Feb 2016
**SSBS, AlOthman Holding Company , Khobar**

- Provided maintenance for Xerox printers software and hardware
- Managed local share drive in company's network
- Learned principles of Fortigate security and apply it to end-users
- Learned basics of CCNA and network terminology

**Administrator of Training and Certification**              Feb 2011 - April 2011
**Precise Trace Center , Khobar**

- Achieved PVCT certification
- Managed tests for customers to be examined for certification
- Learned using Pearson VUE software for examiners testing
- Provide support for answered phone calls

## Education

**Saudi Electronic University**                                  2017 - Present
**Bachelor Degree in Information Technology**

**Northern Kentucky University**                                 2012 - 2014
**Part of Bachelor Degree in Computer Information Technology**

Several Courses have been taken in Computer Information Technology major in total of 109 credit hours.

**Jubail Industrial College**                                    2007 - 2010
**Associate Degree in Information Technology Systems Support**

## Certifications

1. Certified Apple iOS Technician                              Oct 2019
2. Certified Apple Mac Technician                             Nov 2019
3. Certified Fire Warden                                       Oct 2017
4. ExpertRating Solutions Help Desk Certification             Sep 2014
5. Pearson VUE Certified Test Administrator                   Mar  2011

## Skills

**Technical Skills**

- Experienced in repairing smart devices in hardware and software
- Experienced in using Microsoft Office Series [Word, Excel, PowerPoint, Access]
- Experienced in troubleshooting PC issues in hardware and software
- Experienced in installing and configuring operating systems [Windows, Mac OS and Linux]
- Experienced in designing and photo editing using Adobe Photoshop
- Knowledgeable in networking knowledge

- Knowledgeable in implementing, configuring and troubleshooting networks services
- Knowledgeable in developing and designing websites using HTML5 and CSS3
- Familiar with Linux's terminal (command line) and various desktop environments
- Familiar with virtualization and containerization ( VMware,VirtualBox and Hyper-V )

## Personal Skills

- Fluent in Arabic and English [Speaking and Writing]
- Good problem solving skills with the ability to remain calm under pressure
- Have the ability to work as team player
- Good communication skills with public, customers, coworkers and supervisor
- Successfully can present technical information
- Ability to learn quickly on company structure, multiple IT environments