Mohammed Saud Alnemer

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WORK EXPERIENCE

Abdullah Fouad Holding.
Project: Supporting HP SAP HANA hardware.
IT Support officer   (April 2019 – Present)
- Installation and configuration of new IT systems including workstations and office telecommunication equipment
- Monitoring and submitting daily health check reports of all servers, storage & switches to responsible teams.
- Troubleshooting the hardware issues on daily basis and providing resolution in a proficient manner as per the SLA.
- Updating & maintaining the hardware inventory and creating RMA for defective equipment's
- Participating in team events and working in team environment
- Resolution of trouble tickets, hardware alerts and work requests.
- Responding to client requests following upgrade or replacement jobs.
- Upgrading existing IT systems;
- Installation of structured cabling for LAN connectivity at workspaces and telecom rooms.
- Performing data backups on shared servers;
- Migrating client files to new machines;

SNC Lavalin Saudi Arabia,
Project: Installing SCADA system at SAOO field – Haradh and Tanajib DCO.
Site Supervisor   (August 2015- August 2018)
- Supervising and controlling the company resources at site including more than 35 people.
- Worked with Procurement, Project Control, Engineering and Accounts to monitor progress and stick to agreed schedules;
- Managed manpower and allocated resources using two-week look ahead plans to achieve set targets;
- Handled technical issues related to different disciplines and project interfaces.
- Coordinate between engineering and construction team.

CERTIFICATION
- Certificate of completion of Building HPE Hybrid IT Solutions issued on October 2020 by Hewlett Packard Enterprise (HPE)
- Certificate of completion of Project Management Professional (PMP) issued on January 2020 issued by Project Management Institute (PMI)
- Cybersecurity issued on April 2019 by Doroob
- Leadership through People Skills issued on March 2013 by St. Ambrose University

EDUCATION
Master of Science in Information Technology Management, St. Ambrose University, Davenport, IA USA
Graduation: May 2013   GPA: 3.43/ 4.00

Bachelor in Business Administration, Emporia State University, Emporia, KS
Graduation: December 2010   GPA: 3.03/ 4.00

COMPUTER SKILLS

- Diagnostic and troubleshooting
- Hardware and software Configuration

- Database Analysis
- SQL management tool

Operating Systems

- HP SSMC
- Cisco CLI

- Redhat Linux
- Windows

WORK SKILLS

- Experience in leadership roles
- Keen attention to detail
- Mukti-task oriented

- Team oriented
- Critical thinking skills
- Smart hard worker

LANGUAGE

Speaks fluent English and Arabic
Writes proficiently in English and Arabic