

Experienced in Customer Service with a demonstrated history of working in the information technology and services industry. Skilled in Analytical Skills, Technical Support. I have strong technical skills, as well as excellent interpersonal skills. I am eager to be challenged in order to grow and expand on the skill set I have gained in the IT industry.

## Experiences

**Senior Information Technology Specialists** | Kaden Company (from 08-2022 To Present).

- Provide coverage and support for Network operations and Information Technology Department as directed by supervisor.
- Configure network devices as directed.
- Work with systems for endpoint device management. Includes software distribution, updates, Patching virus protection, and imaging.
- Assist with network account creation and troubleshooting.
- Develop and maintain scripts and programs that automate repetitive tasks and data transfer in The Network Operations Center.
- Clearly document features, technical specifications, and infrastructure requirements for self-produced technical work and job processes.
- Provide management and administrative support of digital communication systems, including Training and orientation for staff and administrations. This may include service to partner Organizations.
- Ensure that helpdesk tickets are closed or escalated promptly.
- Ensure regularly scheduled technical tasks are accomplished on time.
- Monitor industry trends, technologies, and standards.
- Research, recommend, and apply new technologies as they emerge.
- Attend off-site training and industry conferences

**IT Engineer** | Xocialive Company (from 01-2021 To 08-2022).

- Implement and install solutions on the customer's test and production environments.
- Work onsite and offsite to troubleshoot and diagnose customer reported issues on the various levels of solutions (Database, Application, Network, Communication, Integration Interfaces Levels).
- Perform coding duties within a specified timeframe.
- Help with software support and troubleshooting through interaction with the customer.
- Maintain proper coding practices and documentation, even under deadlines.
- Transform software designs and specifications into high functioning code in the appropriate language.
- Integrate individual software solutions to higher level systems.
- Use web-based tools to create advanced SaaS when applicable.
- Perform system testing, implementation, modification and bug-fixing.
- Perform upgrades to make software and systems more secure and efficient.
- Collaborate with technical writers to create documentation for user support.

**IT Technician** | Aziad Company (From 06-2014 To 06-2017)

- Keep systems up to date through operating systems upgrades
- Provide technical support either by phone, remote access or site visits as needed
- Respond to IT issues, hardware maintenance, software, networking, etc.
- Evaluate connectivity issues, equipment, and software.
- Set up equipment for new users.
- Install, test, and monitor servers, firewalls, and new software.
- Perform data backups.
- Install and update network system improvements as needed.

## Education

**Bachelor's degree** | Applied Engineering College (from 2017 TO 2020)

- Bachelor's degree in information systems engineering (GPA 4.26 out of 5).

**Diploma** | Faculty of Technology in Medina (from 2012 TO 2014)

- Diploma in Programming (GPA 3.68 Out Of 5).

## Certifications

- [Professional Accreditation Certificate](#) | Saudi Council of Engineers.
- [Cambridge Diploma in IT Skills](#) | Cambridge International Exams.
- [Computer Basics 1](#), [Computer Basics 2](#) | Microsoft.
- [Infection Control](#) | The Saudi Red Crescent Authority.
- [Future Way Musk](#) | Misk Foundation.
- [English Course](#) | International Language Academy of Canada.

## Technical Skills

- Website developer using: [HTML5](#), [CSS](#), [PHP](#) and [JavaScript](#).
- knowledge of the [MY-SQL](#), [SQL SERVER DB](#) and [ORACLE DB](#).
- knowledge of [IBM WebSphere](#), [Internet Information Services](#), [Glassfish](#) and [WebLogic](#)
- Previous background in [C#](#) [Java](#) and [Java FX](#).

## Tools

[Operating system](#):

- Windows 10.
  - Linux.
  - Mac OS
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