



# Abdulmajeed Alghamdi

IT Specialist



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Jeddah, Saudi Arabia  
Willing to relocate to Riyadh,



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## SKILLS

Team Work

Networking

Time MGMT

ISO 27001

Motivator

IT Projects

Leadership

Microsoft 365

## CERTIFICATION

Security +

May 2020 / COMPO01021677801



CCNA Routing & Switching

Feb 2020 / CSC095369385



ITIL foundation v4

July 2020 / 9980062573692371



Azure Fundamentals

Dec 2020 / MS0990658334



## EDUCATION

Diploma Information Technology System  
Support.

Jubail Industrial Collage

2010 - 2013

## ABOUT ME

*I'm excited to work with an organization that unleashes the best out of me and helps me to develop my creativity and innovation.*

## EXPERIENCE

Saudi National Bank, Jeddah 03/ 2020 to present.



IT Services & Design Officer 04/2021 to present

- Reduce IT tickets initiation ratio.
- Reduce reassignment & ticket age time ratios for incidents & requests.
- Create & update a Knowledge Base.
- Enhance Ticketing System HPSM by automation, create & update category & fields.
- Handle complaints tickets & improve end-user experience.
- Verify tickets closure quality & escalate it to higher MGMT if needs.
- Revamp Complain policy & procedure.

Network Engineer 03/2020 to 04/2021

- Provide 24/7 network health investigation in ATM & branches by using Network Node Manager & Scrutinizer .
- Escalate network slowness or down issue & contact the service provider .
- Update IP interface address of ATM, DVR, Router & Switch in inventory.
- Install & fix Switch, Router & Firewall.

Arabian Centres, Jeddah 09 / 2017 to 02 / 2020



IT Specialist

- Determining, developing and implementing an organization's Information Technology vision.
- Technical software & hardware.
- Coordinate between Malls' users and other IT department.

Wipro – Saudi Airlines project, Jeddah 05 / 2014 to 08 / 2017

IT Service Desk



- Respond to requests for technical assistance from end-users.
- Analyze and identifying trends in issue reporting and devising preventative solutions.
- Coordinate Major issue with management and support teams.