FAITMAH ABDULAZIZ AL-ABBAD

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PROFESSIONAL SUMMARY

A young ambition woman that is Seeking challenging opportunity that allow me to learn and grow professionally. I am always looking for challenging assignments with a well-established institution where my knowledge adds value and skills may be used in a professional at Network, and Wireless technology end-user toward high standards and enhanced performance.

SKILLS

- Knowledge of web technologies, protocols, and tools
- Excellent analytical mind and a strong desire to pursue knowledge
- Knowledge of ORACLE and CRM.
- Knowledge of language program of C++ AND SQL
- Initiate self-learning and gain new experiences and skills.
- Excellent verbal and writing abilities in Arabic and English.

WORK HISTORY

Technical Support Specialist, Jan 2022 to Present
Saudi Bell Co – at Unified Security Operation Center (MOI – 911) Project
Dammam, Saudi Arabia

- Provide assistance and maintenance to all computer systems and hardware.
- Preparing daily reports and feedback for the daily issues.
- Create and manage User Account in Active Directory.
- Troubleshooting and finding the root cause analysis for any issue related to the system.
- Monitoring the servers and provide real time reports when any problem happened.

Customer Service Lead, Nov 2019 to Jan 2022
Al-Jomaih Company – Dammam, Saudi Arabia

- Supervised employees and assessed performances to determine training needs and define accurate plans for decreasing process lags.
- Introduced higher standards for customer service and increased efficiency by streamlining operations.
- Assisted with pricing questions, inventory availability and changes to existing order and shipping information.
- Took ownership of customer issues and followed problems through to resolution.

Technical Support, Nov 2016 to May 2019
Advanced Medical Clinics – Dammam, Saudi Arabia

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Assisted with updating technical support best practices for use by team.
- Ensuring that the main network and the internal network are working properly and reporting problems while presenting the solution.

EDUCATION

High Diploma: Information Technology, May 2015
Community College Dammam University - SA