

Ghadeer Ghosunah

IT Service Support Analysis

Talented Trainee holding Bachelor degree in Information Technology, with good training experience in monitoring and maintaining the computer systems and networks, troubleshooting system and network problems, and diagnosing and solving hardware or software faults, with the ability to establish a good working relationships with customers and software developers. Adept at preparing accurate reports document knowledge, testing and evaluating new technology, analyzing the requirements of the company and organize the resources of IT department, in addition to evaluate the needs of the company and choose the most suitable software, hardware and other IT requirements like networking. I am looking for a position with professional organization which recognizes, appreciates and fully utilizes skills , while providing opportunities for growth and career development.



CORE STRENGTH

Proven record of success in building relationships with managers, clients, senior management and all levels

Proficient in handling technical issues reporting and tracking problems through to resolution

Excellent abilities in studying, diagnosing and recognizing solutions to improve processes

Focus on maintaining operating Network and software, and providing timely and detailed feedback to senior management

Willing to Keep up to date in terms of effective IT management, quality assurance and data Analysis



VOLUNTEER EXPERIENCE

(Internship)

IT Service Support Analysis, DHL Express

10/2021 - 03/2021,

Tasks/Achievements

- Responsible for several aspects in the company including: Technical support, Network support, Business IT administration. and Data Analysts.
- Providing technical support and network support to users in person and remotely.
- Working on software which includes installing programs to users
- Working on hardware which includes setting up users work devices, upgrading hard drive for laptop, and upgrading RAM (random access memory) for PC
- Solving LAN (local area network) and IP (internet protocol) address related issues.

(internship)

computer technical, Extra (Tamheer)

5/2022 – 10/2022

Task/Achievements

- Installing devices bills in ORACLE program



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Saudi Arabia – Dammam



SKILLS

- Data analysis
- Systems and networks management
- Teamworking skills
- Problem solving skills
- Creativity
- Good verbal and written communication
- Relevant technical knowledge
- Work well under pressure
- Sense of responsibility
- Analytical thinking
- MS Office



LANGUAGES

- Arabic
- Native
- English
- Professional Working Proficiency

- Working on antivirus software which includes installing Norton or bitdefender to customer's devices
- Working on hardware which includes setting up customer's laptops, and upgrading RAM (random access memory)for pc
- Install windows 11



Computer Network diploma

Alkhalij institute – Al khobar

2019 - 2021

English diploma

Al Bassam Institute – Dhahran

2012 – 1013

Computer Skills (mastering)

Alkhalij institute – Al khobar

2021

CCNA v7

Alkhalij institute – Al Khobar

2022