





YAHYA ALANAZI

COMPUTER NETWORK & IT TECHNICIAN

 Saudi
 Dammam, KSA

 +966500777697
 Yahya.khalaff@gmail.com

 1990
 male

ABOUT ME

A highly organized and hard-working individual looking for a challenging role in a reputable organization to utilize my technical, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the computer networks & IT sector.

EDUCATION

2020 → 2022 **Imam Abdulrahman bin Faisal University**
Diploma degree in Computer and Information Sciences

WORK EXPERIENCE

2016 → present **EG&G Middle east**
Computer network administrator

- *Setting up new networks.*
- *Maintaining and upgrading existing computer networks, including hardware like VPNs and routers.*
- *Troubleshooting flaws in software, hardware configuration, communications equipment, and then fixing problems as they arise.*
- *Updating and configuring virus protection software and other programs to keep networks secure.*
- *Monitoring and maximizing network performance.*
- *Installing and configuring computer systems and network equipment, including local area networks (LANs), wide area networks (WANs), and data communication systems.*
- *Communicating updates and problems to other employees, as well as those in management roles.*
- *Evaluating network performance.*

10-2014 → 11-2017 **Saudi Arabian Kentons Company Branch**
Customer Service Representative

- *Maintaining a positive, empathetic, and professional attitude toward customers at all times.*
- *Responding promptly to customer inquiries.*
- *Communicating with customers through various channels.*
- *Acknowledging and resolving customer complaints.*
- *Knowing our products inside and out so that you can answer questions.*
- *Processing orders, forms, applications, and requests.*
- *Keeping records of customer interactions, transactions, comments, and complaints.*
- *Communicating and coordinating with colleagues as necessary.*

11-2013 → 11-2014 **Hadi Hamad Al Hammam Holding Company**
stock keeper

- *Devise ways to optimize inventory control procedures*
- *Inspect the levels of business supplies and raw material to identify shortages*
- *Ensure product stock is adequate for all distribution channels and can cover direct demand from customers*
- *Record daily deliveries and shipments to reconcile inventory*
- *Analyze data to anticipate future needs*

PERSONAL SKILLS

- ✓ Routers and Switches
- ✓ Internetworking
- ✓ Senter network
- ✓ Storage Area Network
- ✓ CiscoWorks
- ✓ Structured Query Language
- ✓ Hot Standby Router Protocol
- ✓ EtherChannel
- ✓ Date Centre & date base server
- ✓ Cisco IOS
- ✓ Dedicated Servers & web services
- ✓ SAN Data Center
- ✓ Excellent conceptual and analytical skills

TRAINING COURSES

CCNA

CYBER SECURITY

INFORMATION SECURITY BASICS

SKILLS FOR DEALING WITH SUPERIORS

LEGAL ASPECTS OF HUMAN RESOURCES

LEADERSHIP

SOFTWARESKILLS

Windows and Mac	★★★★★★
operation systems	★★★★★★
Microsoft excel	★★★★★★
Microsoft Power Point	★★★★★★
word	★★★★★★
Microsoft Word	★★★★★★

LANGUAGES

Arabic	★★★★★★
English	★★★★☆☆