

# Rehab Alonizan

## Technical Support Specialist

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Technical Support Specialist and CompTIA A+ certified.

Well-versed in assisting users with diverse computer systems, mobile devices, and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns.

## Work History

2021-12 - **Technical Support Specialist**

Current Namaa World Technology, Khobar

- Recorded and maintained relevant notes for each client and work order.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Explained technical information in clear terms to promote better understanding for non-technical users.
- Documented support interactions for future reference.
- Patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up work stations for employees.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Provided high-level technical support by resolving inquiries by phone, e-mail and web consistent with department and team service levels and goals.

2021-06 - **Assistant Volunteer**

2021-08 Imam Abdulrahman Bin Faisal University, Khobar

- Assist in development of university's alumni recruitment platform.
- Assisting in communicating with university alumni, entering and updating their data in database.
- Checking employee devices on weekly basis, to check for any issues found in devices.

## Education

2013-08 - **Bachelor's: Computer Information Systems (CIS)**

2020-05 Imam Abdulrahman Bin Faisal University - Saudi Arabia

## Technical Profile

- Microsoft 365
- Google Drive
- Microsoft Project
- Technical Support

## Professional Skills

- Leadership
- Teamwork
- Time Management
- Task Management
- Communication

## Competencies

- Ticket support system management
- Issue troubleshooting
- Technical Support
- Remote IT Implementation
- Technical issues analysis

## Certifications and Achievements

2022-09	CompTIA A+
2021-06	TOEFL iBT

## Languages

- Arabic
- English