Mohammed Abdulrahman Al-Saggaf, ITIL, CCNA

Professional Summary:
Self-motivated IT Technical Support professional with 9+ years of experience and expertise. Willing and able to learn/ work on new systems and adapt with changing corporate environments. Knowledgeable in Website Development, Programming Languages, Internet Applications, and Configuring and Troubleshooting Network Resources.

Education:
Bachelor's degree, Computer Information System
GPA: 3.87/5 (Good), Al-Ahgaff University, 2010

Skills:
Communication Skills, Team working, Leadership, Presentation Skills.

Technical Skills:

- Programming Languages: C#, C++, C Language and JAVA.
- Website Development: HTML, XHTML, XML, CSS and JavaScript.
- SQL: Oracle, PL/SQL and SQL Server.
- Operating Systems: MS Dos, MS Windows 9x, MS Windows 2000, Win XP, 7, 10 and Windows Server.
- Internet: Excellent Internet skills, and its applications.
- Antivirus Server administration.
- Configure and Troubleshoot Network resources, and Protocols.
- Designing: Photoshop and Cinema 4D.
- Applications: Microsoft Office Suite.

Professional Certifications:

- Cisco **CCNA**
- **ITIL** 4 Foundation
- Microsoft: **Azure** Fundamentals

Experience:

Role: IT User Support Specialist under Saudi Electricity Company Projects.

Company: Ebttikar Technology Company [March 2012 to November 2016].

Company: Fircroft Company [December 2016 to December 2021].

Roles and Responsibilities:

Manage all incidents assigned in the system and make sure to resolve them within the SLA based on the priority of the incident. Escalate the incident to the manufacturer/ supplier as level 3 of support and follow up to get the case resolved. Supervise and mentor summer trainees and new junior tech support specialists. Also, responsible to the following:

- Staff management.
- Installation, configuration, troubleshoot and management of LAN, WAN, OSPF, BGP, other routing protocol and wireless networks.
- Install and troubleshoot network infrastructure.
- Managing and monitoring of log files of network devices.
- Installing Software packages.
- Installing Windows XP/98/ME on network workstations
- Assembling hardware computers.
- Installing company systems.
- Solving Win XP troubleshooting.

- Solving Win 7 troubleshooting.
- Solving Win 10 troubleshooting.
- Manage system of company.
- Managing Active Directory and adding, removing, or updating user account information, resetting passwords etc.
- Installing VPN and SAP.
- Assembling printers and scanners.
- Installing and solving GIS troubleshooting.
- Train new clients on company Product Services administration and support procedures.
- Test system development life cycle of applications.
- Participate in client meetings as needed for systems discussion.
- Provide feedback to manager and other members on process change suggestions.
- Administer new user IDs and maintain existing access.
- Support end user application installation and maintain workstation builds.
- Configure printers, applications, and email profiles.
- Taken care of all HP and Dell Laptops, Desktops, Printers and troubleshooting OS issues.
- On-time Response to customer requirement and keep following up to ensure the satisfactory level.
- Managing IT Asset as per the project needs
- Perform maintenance operations daily, weekly and monthly for the purpose of ensuring efficient program operations
- Monitoring the progress of third-party maintenance contract suppliers, printers etc.
- Identify, isolate and repair computer equipment showing wear and tear as well as during preventative maintenance routines.
- Resolving issues pertaining to internet & securities.

Languages:
- **Arabic:** Fluent.
- **English:** Fluent.

Personal Details:
Birth Date: 10 October 1985   Home Address: Jeddah, Saudi Arabia
Nationality: Yemeni   Phone: +966580266535
Marital Status: Married   Personal Email: mohdassag@gmail.com