

Ali Alkhuraidah

Home Phone: (013) 8560508

Mobile Phone: 0541326676

Email: aalkhura@yahoo.com

Personal Information:

Place of Birth: Dhahran, Saudi Arabia **Date of Birth:** 28/04/1986 **Nationality:** Saudi
Resident of: Saudi Arabia - Eastern Province **Languages Known:** English, Arabic.

Objective:

Seeking for a position of Information Technology Infrastructure to work with a progressive and forward thinking company where I can use my experience and earn new skills.

Education:

- Bachelor Degree in Information Management at The Florida Institute of Technology, May 2011.

Employment: -

- **Gulf International Bank: Khobar, Riyadh, and UAE**
IT Release and Change Management specialist – IT Operation: August 2021 – present
 1. Scheduling, Planning, and Controlling the software's development and delivery process.
 2. Managing and organizing CAB meetings.
 3. Resource alignment for deployment.

Service Desk Engineer – IT Operation: January 2019 – August 2021

4. Helping users to resolve issues with computer hardware and software.

5. Respond to user inquiries, assess problems and issues with IT equipment and applications.
6. Managing the Incidents and the requests for the user through ServiceNow management.
7. Tracing network issues and managing data room.
8. Managing disaster recovery plans for the bank.
9. Monitoring all out of dated security devices and insure to be up to date.

- **Accenture LTD: Khobar, Riyadh, and UAE**

- **Infrastructure Support Senior Analyst (IT Engineer):** October 2015 – January 2019

1. Managing all assets that can be used by Accenture KSA & UAE employees
2. Imaging and reimaging laptops and desktops with the company image
3. Network configuration – Switches, servers, and routers
4. Working on sharepoints
5. Managing video conference calls (National and International) through Cisco system and skype for business
6. Configuring IP phones and cellphones

- **Petrolink: Khobar, KSA**

- **Information and Data Analyst:** May 2014 -October 2015

7. Analyzing the data and the information transfers from the outsourcing companies to Aramco (Gas, Oil, and Drilling Info)
8. Creating and managing daily reports regarding the data information
9. Monitoring the data to fix any delay issues

- **Mena Business and Services: Khobar, KSA ○ Information Technology Analyst:** March 2012-May 2014

- Analyzing and offering solutions to SAP users' problems such as CRM requests, Eservices, etc..

- ✦ Giving a variety of services (Install/Uninstall software, reset passwords, unlock accounts, etc).
 - ✦ Trouble shooting issues for outlook (add personal folders, transferring data).
 - ✦ Liaise with all staff on all aspects.
 - ✦ Review Quality Assurance if needed.
- **Clear Channel Outdoor (Internship in Melbourne, Florida, USA):**
 - **Social Media and Public Affairs Manager:** January 2011-May 2011
 - ✦ Analyzing and developing data to result in real saving and revenue for the company
 - ✦ Managing projects that aid company to get the best deals for purchasing advertisements and digital boards.

Field Skills:

- Able to work with customers as a customer service.
- Able to install and maintain, and control systems using Microsoft windows system
- Managing software programs using windows remote assistance.
- Working during the pandemic and support all the users who works from home.

Another experience and skills:

Worked as an editor for European press photo agency to cover news and media using FTP tools. (May 2014 to Jun 2017)