

Ahmed Alzahrani

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SUMMARY

Field Support Engineer with 7+ years of experience in IT infrastructure, technical support, and software development. Expertise in resolving complex issues and delivering client training.

EXPERIENCE

Field Support Engineer

ccc by stc

December 2024 - Present, Abha

- Provided on-site technical support, achieving a 98% uptime for client networks.
- Reduced resolution time by 30% through effective troubleshooting.
- Improved operational capabilities by 20% through comprehensive client training.
- Increased network reliability by 15% through performance monitoring.
- Enhanced team performance and productivity by 20% through supervision.

Field Support Engineer

solutions by stc

October 2019 - November 2024, Abha

- Maintained network infrastructure with a 95% reliability rate.
- Achieved a 95% client satisfaction rate through prompt issue resolution.
- Improved operational efficiency by 25% with targeted training.
- Completed 100% of system updates and device installations on time.
- Configured 20 devices in a single day, representing 33% of total devices.

Computer Technician

AL-KHALEEJ COMPUTERS & ELECTRONIC SYSTEMS

December 2016 - September 2019, Abha

- Ensured 95% network reliability through on-site support.
- Reduced downtime by 20% with innovative technical solutions.
- Improved client technical skills by 30% through comprehensive training.
- Achieved a 98% client satisfaction rate with seamless maintenance.
- Assisted in large-scale network installations, increasing project completion speed by 15%.

EDUCATION

Bachelor's Degree in Computer Software Engineering

Technical and Vocational Training Corporation • Abha • 2024

CERTIFICATIONS

IT in the Workplace - Master Microsoft Office

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COURSEWORK

Cybersecurity Essentials

Cisco Networking Academy

Introduction to Cybersecurity

Cisco Networking Academy

SKILLS

Hard Skills: IT Infrastructure Management, Technical Support & Troubleshooting ,Network Setup and Maintenance , System Updates and Device Installations , Hardware and Software Maintenance

Soft Skills: Team Leadership & Collaboration , Client Training & Support , Problem-Solving & Innovation , Effective Communication , Customer Service

Technical Skills: Field Service Engineering , Computer Programming ,Network Configuration ,Troubleshooting Technical Issues , Documentation and Reporting