W/E

Waleed Edrissi
IT Coordinator

📞 **0534477989**
✉ **edrissiwaleed@gmail.com**
📍 **Riyadh, Saudi Arabia**

COURSES

*more details in Linkedin

SKILLS

- **Linux**
- **Python**
- **Hardware**
- **Project manegment**
- **Microsoft office**
- **Data analysis**

EDUCATION

Bangalore university,
BCA
Bangalore, India
2009 – 2013   *GPA of 2.69/4*

Riyadh College of Technology,
Computer Department
Riyadh, Saudi Arabia
2016 – 2018   *GPA of 3.51/5*

LANGUAGES

Arabic: Native
English: Fluent

PROFILE

 Moroccan, 30 years old male. A professional IT Coordinator with over 5 years experience in maintaining systems and networks. performed both administrative and technical tasks to ensure efficiency and functionality of telecom and computer systems, with a problem-solving attitude ,great attention to details, outstanding communication skills.

EXPERIENCE

help desk specialist
Sado development - **Dec/2021 – May/2022**
- support the organization by troubleshooting systems and hardware, and providing the right solutions

Manar Care - **June/2020 - Aug/2021**
- Install and Configuring the Network
- Manage the Databases
- support the organization by troubleshooting systems and hardware, and providing the right solutions

Amazon - **May/2017 – May/2020**
- Install, as well as, configure programs and hardware.
- Perform repairs, troubleshoot and work on data restorations.
- Monitor systems as well as the network's performance.
- Maintain upgrades and licensing schedules.
- Collaborate with other members of the team to maintain utmost functionality and standards.
- Act as a link between the users and the higher level support.

CUSTOMER SERVICE ADVISOR
Souq.com - **Dec/2015 – May/2017**
- first point of contact to customers through different channels
- (Call - social media - E-mail)
- providing professional advice for the customers
- Marketing