

Wahed Ahmed Ebrahim

IT Specialist

Location : Al-Khobar Al-Shamalia, Saudi Arabia

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Technical Skills

- Operating Systems: Windows, Linux
- Networking: LAN/WAN, DHCP, DNS, VPN
- Systems: Active Directory, Office 365, Windows Server
- Security: Antivirus Management, Access Control, Data Backup
- Support Tools: Remote Desktop, Ticketing Systems (e.g., Jira)
- General: Microsoft Office Suite, IT Documentation, Troubleshooting
- MCSA (Microsoft Certified Solutions Associate)
- CCNA (Cisco Certified Network Associate)

Professional Experience

IT Support Technician

Shuaa Electric Company – Mar 2023 to May 2024

- - Provided end-user support and resolved hardware, software, and network issues.
- - Installed and maintained systems and enterprise applications.
- - Managed user accounts via Active Directory and ensured secure access.
- - Maintained IT asset records and implemented backup routines.

IT Assistant

- - Responded to technical support requests across various channels.
- - Assisted in maintaining network connectivity and system security.
- - Installed and configured IT equipment and peripherals.
- - Documented standard IT procedures and supported antivirus operations.

Education

Bachelor's Degree in Information Technology

Higher Institute of Management and Technology — Aug 2018 – Aug 2021

Grade: Good

Graduation Project: Dairy Factory Management System — Grade: Excellent

Languages

- Arabic – Native
- English – Proficient