

# RIYAD ABDULRHMAN

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## PROFILE

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Dedicated and knowledgeable IT Technical Support Specialist with Eight years of experience providing exceptional technical support to end-users. Seeking to leverage expertise in troubleshooting, problem-solving, and customer service to contribute to the success of a dynamic IT team.

## EDUCATION

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**Bachelor of science in information technology**  
SIKKIM MANIPAL UNIVERSITY (SMU)

PUNE, INDIA

## COURSES

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**Microsoft Certified Professional (MCP)**  
Microsoft

**MCITP**  
PROFESSIONAL LABS - PUNE - INDIA

**CCNA**  
ZOOM Technologies - HYD- INDIA

**MCSE**  
ZOOM Technologies - HYD- INDIA

**MS - EXCHANGE SERVER**  
ZOOM Technologies - HYD-INDIA

**PC HARDWARE**  
ZOOM Technologies - HYD - INDIA

**Network +**  
F12 - HYD - INDIA

**Computer Hardware**  
(BIIT) HYD -INDIA

## WORK EXPERIENCE

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### IT Support Engineer

HTP GLOBAL TECHNOLOGIES

05/2023 – 12/2024

DUBAI, UAE

Identify and fix issues, ensure the system works correctly, and meets quality standards.

IT service delivery and responsibilities of major and minor incidents.

- Manage project-based information, including technical specifications, user manuals and other data.
  - Work closely with team members and stakeholders to communicate progress and address issues.
  - Assist in deploying the IT solution or system to the production environment.
  - Provide support to VIP - end-users and VIP clients to help them use the IT solution effectively.
  - Troubleshoot technical issues and find solutions to challenges that arise during the project.
  - Microsoft 365 Tenant migration for client The Networ Technologies.
  - Microsoft Domain migration for VIP client Emirates Health Services.
- Provide end-user support in Al-Qassimi Hospital, Ibrahim Bin Hamad Obaidullah Hospital, Ras Al Khaimah.
- Install and configure new systems, printers and other IT hardware and software.

### Technical Support Specialist

CCC By STC company

09/2014 – 04/2023  
RIYADH, K.S.A

- - Managed inbound VIP customers inquiries via phone, email, and chat, maintaining a high level of customer satisfaction.
- - Resolved VIP customers complaints and concerns promptly, achieving a resolution rate of 95% within the first contact.
- - Utilized CRM software to track customer interactions, analyze data, and identify areas for service improvement.
- - Collaborated with cross-functional teams to address customer needs and ensure a seamless customer experience.
- Support local IT and central IT for the procurement process and installation of new systems.
- Manage the crisis situations, which may involve technical hardware or software problems.
- Timely upgrades of hardware and software systems, ensure all the security application and antivirus running in all user PCs.

### Site Engineer

ALSHARQ OFFICE Company

03/2013 – 07/2014  
RIYADH, K.S.A

- Manage and supervise all site construction activities as per construction drawings.
  - Follow up all outages/incidents that may happen in the area on
  - Manage the logistical operations of equipment's and machineries to and from the work site.
  - Maintain and update project management files and documents register. Checking site consumption according to drawings and specification Prepare reports for progress and quality of work and forward to Head Office periodically and as required.
  - Prepare site diary as per project implementation plan
- Attend meetings with subcontractors and expedite progress of work.

### Technical Support Specialist

Khartoum State Police

01/2011 – 01/2013  
Khartoum, SUDAN

- Supporting daily IT activities.
- Troubleshooting issues within the network (LAN and WAN) to ensure it is running efficiently.
- Installing and configuring software and hardware.
- Installing and configuring conference room devices
- Monitoring of network traffic, usage, and performance
- Troubleshooting wide area networks, servers and routers, local area networks, and switches.
- Creating knowledge articles and guides, and training users.
- Assurance to maintain agreed SLA level of service delivery.
- Operating system installation and upgrade -Troubleshooting and issue resolution on common IT issues related to OS,
- Respond to calls and email requests for technical, desktop server support by working troubles.

## LANGUAGES

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ARABIC



ENGLISH



## SKILLS

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- Excellent communication and interpersonal skills
  - Proficient in CRM and Customer Satisfaction
  - Strong leadership and team management abilities
  - Problem-solving and conflict resolution skills
  - Ability to multitask and work effectively under pressure