

Mohammed Ahmed

IT Support Specialist

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Highly motivated and technically proficient IT professional with 10+ years of experience providing comprehensive technical assistance and support in computer systems, software, hardware, and network infrastructure. Proven track record in diagnosing and resolving technical issues, installing and configuring computer systems, and maintaining inventory of hardware and software assets. Seeking to leverage strong problem-solving skills and customer service acumen in a dynamic IT support role.



Skills

- Strong knowledge of computer hardware, software, and networking concepts
 - Familiarity with Windows and Service Desk Plus Ticketing system.
 - Excellent problem-solving and troubleshooting skills
 - Strong communication and customer service skills
- Ability to work independently and collaboratively in a team environment



Work History 12 YEARS EXPERIENCE

2015-05 -
TO
20-05-2
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IT Support engineer

We Build Constructions

- Provided technical assistance and support for incoming queries and issues related to computer systems, software, hardware, and network infrastructure.
- Diagnosed and resolved technical hardware and software issues, escalating when necessary to ensure timely resolution.
- Installed, configured, and troubleshooted computer systems and applications, ensuring optimal performance.
- Set up and configured new laptops, desktops, and peripherals such as printers and scanners, meeting users' requirements.
- Maintained inventory of hardware and software assets, ensuring accurate records and timely replenishment.
- Performed routine maintenance to ensure systems were operating efficiently, minimizing downtime and disruptions.
- Assisted users with basic how-to questions and provided training as needed, promoting IT literacy and efficiency.
- Responded to user inquiries via phone, email, or in person, providing technical assistance and support with a focus on customer satisfaction.
- Created and maintained user accounts and profiles, ensuring security and access control.
- Educated users on IT policies, procedures, and best practices, fostering a culture of compliance and security awareness.
- Monitored network performance and troubleshooted network connectivity issues, ensuring seamless operations.
- Assisted in the configuration and maintenance of network equipment such as routers, switches, and firewalls, enhancing network reliability and security.
- Implemented and maintained security measures to protect systems and data,

- Generated reports on support metrics and trends to identify areas for improvement, driving continuous enhancement of IT services.
- Collaborated with other IT team members and departments to resolve complex issues and implement solutions, leveraging collective expertise.
- Communicated effectively with users to ensure a positive support experience, fostering trust and satisfaction.

2010-06 -
2012-11

Technical Support Engineer

Absolute Solutions , Riyadh, Saudi Arabia

- Provide technical assistance for computer systems, software, hardware, and networks.
- Diagnose and resolve technical issues promptly.
- Install, configure, and troubleshoot systems and applications.
- Maintain hardware and software inventory.
- Assist with user training and basic IT queries.
- Ensure network performance and security.
- Document procedures and maintain support records.
- Collaborate with team members to resolve complex issues.



Education

Bachelors of commerce (B.com computers)

Osmania University - Hyderabad, AP



Certifications

M.C.S.E (Microsoft Certified Solutions Expert) 2012 SERVER, -F124-4402



Iqama

Transferable



Saudi Council Of Engineering

Yes



Personal Information

- Date of Birth: 03/20/87
- Nationality: Indian
- Driving License: Yes
- Marital Status: Married



Training

- Microsoft Certified Solutions Expert Training
- Diploma in Computer Hardware and Networking
- Short course on Microsoft Office