

OSAMA BASHIR KAAKI

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IT SPECIALIST | ENTREPRENEUR | SYSTEM ADMINISTRATION | TECHNICAL SUPPORT

Detail-oriented and technically skilled IT Specialist and Entrepreneur with a solid foundation in IT support, network administration, cybersecurity, and business operations. Backed by hands-on experience in system implementation, troubleshooting, and business management. Proven ability to support users, optimize infrastructure, implement secure solutions, and align IT services with business needs. Seeking to contribute to a forward-thinking organization with a commitment to innovation and excellence.

CORE COMPETENCIES

- IT Support & Helpdesk Operations
- System Administration & Networking (Cisco, Windows, LAN/WAN)
- Cybersecurity & Risk Management
- Cloud Platforms: AWS, Azure
- IT Asset & Infrastructure Management
- Troubleshooting & Technical Documentation
- Digital Transformation & Automation
- Entrepreneurial Strategy & Small Business Management
- Project Coordination & Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Entrepreneur & IT System Administrator | AIDawama Est | Nov 2022 - Dec 2024

- Founded and managed daily operations of a local business, overseeing finances, staffing, and customer service.
- Designed and managed IT infrastructure including network systems, data backups, and system security protocols.
- Reduced operational costs by 15% through the implementation of automated workflows and cloud-based tools.
- Developed and implemented strategic plans to improve service offerings and expand market reach.
- Deployed performance tracking systems and KPIs to monitor IT services and operational efficiency.
- Supported ERP/POS systems, integrated reporting tools, and ensured alignment between IT and business operations.

Public Relations & Business Reporting | Jeddah National Hospital | Dec 2014 - Sep 2016

- Managed internal communication and business reports; collaborated on IT-based service improvement initiatives.
- Led data analysis to identify gaps in workflow and service delivery.

Administrative Support | Al Hejaz International School | Dec 2012 - Sep 2014

- Provided documentation and IT administrative support.
- Participated in improving digital processes to support academic staff and students.

TRAINING & INTERNSHIP

IT Support Specialist | Kamal Osman Jamjoom Group | Dec 2020 - May 2021

- Delivered technical support across hardware, software, and network systems, ensuring business continuity.
- Assisted in managing IT service projects, helping optimize the company's digital infrastructure.
- Implemented improvements in IT service delivery processes, boosting support efficiency.
- Collaborated with departments to provide IT solutions aligned with business goals.

EDUCATION & CERTIFICATIONS

BSc in Information Technology | Arab Open University

Certifications:

- Cisco Network Basics (CCNA) - Cisco
- AWS Cloud Practitioner - AWS
- Microsoft Azure Fundamentals - Microsoft
- Information Security - Doroob.sa
- Risk Management - Doroob.sa
- Internet of Things - Doroob.sa

Languages & Scores:

- IELTS: 6.0 | STEPS: 87 (TOEFL Equivalent: 512)

TECHNICAL SKILLS

- Networking & System Admin: Cisco, LAN/WAN, DNS, DHCP, VPN
- Cloud Platforms: AWS, Azure
- Security Tools: Firewall Configurations, Endpoint Protection
- Programming & Web: Java, PHP, SQL, JavaScript, HTML/CSS
- Tools: MS Office, Salesforce, Zoho CRM, HubSpot