

Wejdan Alqarni

Technical Support - Cybersecurity

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SUMMARY

I am an enthusiastic individual actively seeking new challenges in either the Cybersecurity sector or Technical Support. I am eager for employment opportunities that allow me to enhance my skills and acquire fresh experiences. I am highly motivated and possess the capability to enhance and develop work processes, driven by a strong passion for continuous learning and professional growth.

Education

Technical and vocational training Corporation

Bachelor of Cybersecurity

Graduation Year: 2025

Cybersecurity : Protecting critical computers, networks, software applications, systems, and data from potential digital threats.

Technical and vocational training Corporation

Diploma of computer, Technical Support

EXPERIENCE

Asyaf Development and Contracting Company Maintenance, Tabuk

IT Technician | May 2024 – Present

- Installing and configuring hardware and software components to ensure usability
- Troubleshooting hardware and software issues
- Repairing or replacing damaged hardware
- Upgrading the entire system to enable compatible software on all computers
- Installing and upgrading anti-virus software to ensure security at the user level
- Performing tests and evaluations of new software and hardware
- Providing support to users and being the first point of contact for error reporting
- Establishing good relationships with all departments and colleagues
- Conducting daily backup operations
- Managing technical documentation
- Regularly evaluating our IT systems to ensure they meet the necessary demands
- Assisting with network administration tasks

Additional Tasks :

- Reporting technical and technical problems and malfunctions that fall within various maintenance areas
- Performing minor repairs to tools, equipment and devices
- Performing simple maintenance tasks and works such as Replacing batteries and light bulbs
- Developing, updating and implementing preventive maintenance procedures continuously
- Performing general maintenance works and works
- Adhering to occupational health and safety procedures

Abo Sarhad company, Tabuk

Assistant Manager | Apr 2016 – May 2018

- Handling office tasks, such as filing, generating reports and presentations, setting up for meetings
- Providing real-time scheduling support by booking appointments and preventing conflicts
- Making travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations
- Screening phone calls and routing callers to the appropriate party
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research
- Greet and assist visitors
- Maintain polite and professional communication via phone, e-mail, and mail
- Anticipate the needs of others in order to ensure their seamless and positive experience

Licenses

- Membership Certificate of the Saudi Council of Engineers , Cyber Security Specialist
- COMPTIA SECURITY+ Cybersecurity

Certifications

- Associate member of LAMSA team
- Financial and administrative analysis skills
- Effective communication with clients
- Python & html language
- Basics of Leadership (provided in English)
- Information Security
- Certificate in learning the basics of the C+ language through practical application of (C++)

Skills

- Proficiency in Microsoft Office programs
- Team Leadership
- Data analyst
- Maintenance and technical support
- Fast adaptation and assimilation at work
- Accuracy and speed of achievement
- Analysis and problem-solving
- File and records management
- Time management
- Team work and Communication skills
- Relationship Building

Languages

- Arabic - English