

Reliable IT Engineer driving seamless systems, smooth workflows, and rapid issue resolution

Summary

Results-driven IT Engineer with 2 years of experience overseeing IT systems, coordinating support teams, and implementing technology solutions. Looking to contribute strong planning and communication skills to optimize IT processes and support business goals.

Education

From August 2018
to August 2020

● Computer Network Systems

Technical and Vocational Training Corporation AL-Qatif

with a G.P.A of 4.74 out of 5 grade: (Excellent) With the second honor degree in the Summer semester of 2019/2020 dated 20/08/2020

From December
2020 to March
2023

● Technical Engineering

Technical and Vocational Training Corporation Dammam

G.P.A of 4.21 of 5 grade: (Very Good) in Second semester of 2022/2023 dated 02/03/2023

Experience

Since November
2023

● IT Specialist

Shamah Autism Center (Run by Aramco) Dammam, SH, Saudi Arabia

- Microsoft Office 365 , MS Teams ,Active Directory, Windows server ,Main Domain.
- Repairing hardware & software issues, Install, configure, and upgrade PC software Desktops/laptops.
- router - Wi-Fi ,NVR , Cisco switch . remote access ,Anydesk.
- Provide L1, L2 contact and problem resolution for user issues.
- Deploying and configuring Microsoft 365 services, managing user accounts, and setting up hybrid deployments. It also involves security and compliance, troubleshooting, and support.
- Support in PBX setting up user accounts, extensions, and call routing rules.
- Monitoring system performance and health, applying firmware updates and security patches.
- Troubleshooting issues and providing technical support, backups and disaster recovery planning
- Automate routine tasks like ticket routing and updates, freeing up IT staff for more complex issues and analysis.
- Working as an administrator at active directory. To manage users, computers, groups, and other objects in a network. It plays a crucial role in authentication, authorization, and resource management.

Technical Skills

Data Backup & Recovery Procedures

IT Infrastructure Management

Network & System Administration (LAN/WAN)

Microsoft 365 & Active Directory

Hardware & Software Troubleshooting

IT Asset & Inventory Management

IT Helpdesk Support (Tier 1 & 2)

Skills

Strong Communication & Interpersonal Skills

Problem-Solving & Analytical Thinking

Organizational Skills

Ability to Work Under Pressure

Attention to Detail

Time Management & Multitasking

Languages

English

Arabic

Course and Certification

Certificate Professional Accreditation/Saudi Council Of Engineers

Computer Networking-Digital Network Security/Alison courses

Cyber Security/doroob courses - ITIL/ethrai courses