

Majed Alharbi

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PROFILE

Experienced professional skilled in technical support, infrastructure, network operations, troubleshooting, asset management, and Windows Server. Dedicated to continuous learning and delivering effective technology solutions.

PROFESSIONAL EXPERIENCE

COOP Trainee – Information Technology, BIDAYA, Sep 2022

Provided first-level IT help desk support, managed IT assets and inventory, resolved hardware and application issues, and assisted with user accounts and network troubleshooting.

Technical Support & Networks Assistant – WADI MAKKAH, Mar 2025

Technical Support & Network Assistant. Provided user support, resolved hardware/software issues, assisted in network management, and supported Windows Server.

EDUCATION

Diploma in Computer Networks

Institute of Public Administration – Riyadh, Saudi Arabi ,Graduated, 2022

COURSES

CCNA – Cisco Certified Network Associate, Intensive Networking Course

- Networking fundamentals
- IP addressing & network configuration
- Cisco router/switch setup
- VLANs & routing protocols

Introduction to Cyber Security, Cisco

- Information Security and protection.
- Know the weaknesses in system & network.
- Security tools.

TECHNICAL SKILLS

- Network & Infrastructure Management
- IT Asset Management
- Technical Support
- Windows Server Support

SOFT SKILLS

- Problem Solving
- Communication Skills
- Time Management
- Multitasking
- Team Collaboration
- Self-Learning

LANGUAGES

Arabic (Native)

English (Excellent)