



## SAIF ULLAH

Al-khaleejh Riyadh

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### Objective

" \*To utilize my IT skills and knowledge to provide technical support and solutions that enhance business operations and customer satisfaction, And Dedicated IT professional seeking a challenging role that allows me to design, implement, and manage IT systems and infrastructure.\*"

### Experience

- **Hair Electronic Company** 2014 - 2016  
Supervisor  
Data Analyst & System Administrator.
- **ALSHAYA GROUP KSA** 2016 - 2020  
Supervisor  
Technical Lead & IT Support Specialist.
- **Zain Ksa** 2020 - 2022  
Help Desk  
Network Operation & Technical lead.

### Education

- **BISE MALAKAND** 2007  
Metric in science
- **BISE MALAKAND** 2009  
FSC (computer science)
- **UNIVERSITY OF MALAKAND** 2011  
BSc computer Science
- **UNIVERSITY OF MALAKAND** 2014  
MCS (master in IT)
- **NAVTEC** 2011  
Computer Courses Diploma

### Skills

- - \*Operating System Knowledge\*: Familiarity with Windows, macOS, Linux, and mobile OS platforms like iOS and Android.
- • \*Networking Fundamentals\*: Understanding of network administration, including LAN/WAN, DHCP, VPN, and network security protocols.
- - \*Cloud Computing\*: Knowledge of cloud services like AWS, Azure, and Google Cloud, including migration, management, and security.
- - \*Database Management\*: Understanding of database concepts, including data modeling, normalization, and querying.
- - \*Cybersecurity\*: Knowledge of security protocols, threat management, and incident response.
- - \*Communication\*: Clear and concise communication to effectively resolve technical issues and provide user support.

- - \*Customer Service\*: Strong customer service skills to ensure user satisfaction and build trust.
- - \*Problem-Solving\*: Ability to analyze complex technical issues and develop effective solutions.
- - \*Time Management\*: Prioritization of tasks to manage multiple support requests and meet deadlines.
- - \*Collaboration and Teamwork\*: Ability to work with other IT team members and departments to address complex issues.

## Languages

- English Arabic Urdu

## P.I

- Age: 35
- Transferable iqama
- Valid Driving license