

# Saeed Alzahrani

IT Graduate

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## Summary

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IT Graduate with hands-on experience in IT support and structured training in cybersecurity and networking (CCNA and Security+). Skilled in troubleshooting, ticket handling, escalation, and documentation, with foundational knowledge in IAM, incident response, secure configuration, and networking fundamentals.

## Experience

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**Cyber Security Program (Training)** 12/2025 to 01/2026

**KAUST Academy & NCA, Thuwal, Saudi Arabia**

- Completed over 170 labs across operating systems, networking, incident response, and SOC fundamentals.
- Practiced documenting outcomes and using repeatable troubleshooting steps.

**CCNA (Training, 40 Hours, With Labs)** 10/2025 to 01/2026

**Udemy, Online**

- Completed CCNA training with hands-on labs in routing/switching fundamentals.
- Practiced subnetting, VLANs, and network troubleshooting concepts.

**IT & Security Support Intern** 06/2025 to 08/2025

**King Khalid Hospital, Tabuk, Saudi Arabia**

- Provided end-user support; troubleshoot hardware/software and connectivity issues; documented resolutions.
- Supported access requests and escalated issues when needed; maintained records and trackers.

**CompTIA Security+ (Training, 2 Months, 40 Hours)** 05/2025 to 07/2025

**Mohterf Training Center, Tabuk, Saudi Arabia**

- Studied data protection, secure architecture concepts, and security operations fundamentals aligned with Security+.
- Reinforced concepts through hands-on labs and practical exercises.

## Projects

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**Capstone Project Lead (FniTec) | Grade: A+** 06/2025 to 12/2025

University of Tabuk

- Delivered a platform connecting homeowners with technicians (booking, scheduling, service management).
- Created system artifacts (requirements, ERD, UML) to support maintainability and documentation quality.
- Applied secure practices: bcrypt hashing, CSRF protection, validation, and SQL injection prevention.
- Led the team to meet deadlines and deliver final presentation (Grade: A+).

## Education

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**University of Tabuk** 07/2021 to 01/2026

**B.S., Information Technology**

## Technical Skills

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- IT Support: desktop/remote support; hardware, software, and connectivity troubleshooting.
- Ticketing & Documentation: logged incidents, documented fixes, maintained trackers/records.
- Windows & Endpoints: common desktop issues, updates, and basic hardening awareness.
- Identity & Access: access requests, least-privilege concepts, basic Active Directory awareness.
- Networking: TCP/IP, DNS/DHCP, subnetting, VLANs, routing/switching fundamentals.
- Security Foundations: log/SIEM concepts, alert triage basics, incident response fundamentals.
- Tools (Basic): Wireshark/Nmap concepts; Windows/Linux CLI troubleshooting.
- Secure Development: input validation, CSRF protection, and password hashing (capstone).
- Collaboration: clear user communication and escalation when needed.

## Languages

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- Arabic: Native
- English: Professional | STEP Score: 69.

## Soft Skills

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- Communication: clear support for non-technical users; customer-focused mindset.
- Problem Solving: structured troubleshooting, documentation, and follow-up.
- Teamwork & Ownership: prioritization, time management, and accountability.

## Certificates

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- Google Project Management: Foundations; Project Initiation; Project Planning; Project Execution; Agile; Capstone.
- IBM: Introduction to Project Management; Security Principles; Security Operations; Access Control Concepts; Introduction to Cybersecurity Essentials.
- ISC2: Network and Communications Security; Systems and Application Security; Incident Response and Recovery.
- University of California, Davis: Principles of Secure Coding.