

ABDULAZIZ ALI ALHARBI

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SUMMARY

Detail-oriented and solutions-driven IT Engineer with experience in network systems support, IT infrastructure maintenance, and technical troubleshooting across corporate environments. Adept at managing hardware, software, and network operations while ensuring system reliability and security. Strong foundation in networking, security principles, and IT service delivery with a proven ability to resolve complex technical issues efficiently.

EDUCATION

Bachelor's Degree in Network Systems Support Engineering

11/2022

Technical College, Saudi Arabia

GPA: 4.23 / 5

PROFESSIONAL EXPERIENCE

Information Technology Engineer

(2023 – 12/2025)

Warehousing Logistics Services Co (LSC)

- Resolved 20–30+ IT support tickets weekly, improving issue resolution time and user satisfaction.
- Supported multi-site network operations, contributing to 99%+ system uptime.
- Performed hardware and software upgrades that increased workstation efficiency by 15–25%.
- Reduced recurring technical issues by ~30% through proactive monitoring and preventive maintenance.
- Adhered to security standards and patching requirements, ensuring full compliance with organizational policies.

Information Technology Technician

(11/2020 – 10/2022)

Twaik Company

- Delivered daily technical support for hardware, software, and network-related issues.
- Installed, configured, and maintained workstations, printers, and IT equipment to support business operations.
- Assisted in administering network components and troubleshooting connectivity problems.
- Provided user training and support to enhance productivity and reduce recurring issues.

CERTIFICATIONS

- CompTIA Security+**
- Cisco CCNA**

SKILLS

Technical Skills

- Network Administration
- IT Support & Troubleshooting
- Hardware & Software Installation
- Network Security (CCNA, Security+)
- System Configuration & Maintenance
- IT Infrastructure Monitoring
- Ticketing Systems (ITSM)

Soft Skills

- Problem Solving
- Communication
- Teamwork
- Time Management
- Adaptability
- Customer Service
- Attention to Detail