

HISHAM AL-GHAMDI

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 Saudi Arabia

Professional Summary

Motivated and detail-oriented Computer Engineer with over 7 years of experience in IT support, system maintenance, and technical project execution for high-profile clients such as Aramco, Saudi Electricity Company, Marafiq, and the National Water Company. Skilled in troubleshooting, system optimization, and team leadership. Seeking to contribute expertise to a forward-thinking organization.

Core Competencies

- Hardware & Software Troubleshooting
- Systems Maintenance & Upgrades
- Data Backup & Recovery
- Technical Documentation
- Client Support (Corporate & Government)
- Team Leadership & Technical Training
- Problem Solving & Communication

Professional Experience

Computer Engineer

Saudi Services for Electro Mechanic Works (SSEM)

June 2017 – Present | Saudi Arabia

- Provided IT support and system maintenance for major clients including:
 - Saudi Aramco
 - Saudi Electricity Company (SEC)
 - Marafiq
 - National Water Company (NWC)
- Diagnosed and resolved hardware/software issues, improving system uptime.
- Performed regular data backups and maintained IT asset records.
- Documented technical procedures and managed upgrade implementations.
- Trained junior technicians and supervised IT operations on-site.

Key Projects & Achievements:

- IT Infrastructure Overhaul at Saudi Electricity Company: Upgraded legacy systems, resulting in 30% faster processing.
- Network Expansion Project with Aramco: Supported installation and configuration of secure LAN environments.
- Preventive Maintenance Program for Marafiq: Reduced system downtime by 40% through structured IT checkups.
- Help Desk Optimization for NWC: Designed internal system for faster issue reporting and resolution tracking.

Education

Bachelor of Science in Computer Engineering
Al-Baha Private College of Science, Saudi Arabia
Graduated: June 2017

Technical Skills

- Operating Systems: Windows, Linux
- Networking: LAN/WAN, DHCP, DNS
- Software: Microsoft Office Suite, Backup Tools
- Tools: Active Directory, Remote Desktop, IT Asset Management
- Languages: Arabic (Native), English (Good)

Soft Skills

- Effective Communication
- Team Leadership
- Critical Thinking
- Time Management
- Client Relationship Management