

IT

TECHNICAL
SUPPORT
NETWORK

Haya Mohammed

OBJECTIVE

Harnessing my strong sense of responsibility, dedication to work, and strong motivation to work I have a passionate personality who knows my goals well and is determined to achieve them, I have the skills to make the latest difference in my workplace and flexibility to work with different personalities and adapt quickly in different locations and work hard to work with my skills are my weapons in the labor market.



ADDRESS

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TRAINING

28/07/2022 -

IT MANAGER • BRAIRA HOTELS & RESORTS • Riyadh

05/06/2022 - 27/07/2022

SYSTEMS SPECIALIST • BOUDL HOTELS & RESORTS Co. • Riyadh

27/06/2021 - 05/08/2021

TRAINING IT TECHNICAL SUPPORT, HELP DICK & NETWORK • GEIDEA COMPANY • Riyadh

EXPERIENCE

01/03/2021– 15/06/2021

HOTEL RECEPTIONIST • ABDUL MOEEN ALQASEER TRADING AND CONTRACTING Est • Riyadh

01/01/2021– 09/03/2021

SELLER • LIWA TRADING ENTERPRISES LLC • Riyadh

01/10/2018– 19/12/2018

SUPERVISOR • BANDA COMPANY • Riyadh

01/07/2017– 24/10/2017

CUSTOMERSERVICE • GLOBE MED SAUDI • Riyadh

01/12/2016– 01/02/2017

SUPERVISOR • LANDMARK GROUP • Riyadh

EDUCATION

International technical female college at Jeddah, Jeddah, Saudi Arabia
Diploma in IT and technical support (network) **GPA 2.93**

International technical female college at al-kharj, al-kharj, Saudi Arabia
Associate Diploma in IT technical support (System Support) **GPA 3.90**

International technical female college at al-kharj, al-kharj, Saudi Arabia
PET certificate, it is the English language exam that shows you have mastered the basics of English. **GPA A2**

INTERESTS AND ACTIVITIES

Excellent communication skills and a proven ability to juggle multiple high priority tasks, Adept at Providing Computer Support Skilled in Systems Troubleshooting, Installations, and Maintenance, Possess In-Depth

Knowledge of Numerous Software Packages and Operating Systems and Top Customer-Service and Help Desk Skills, Fluently in Speaking, writing both in English and Arabic.

SKILLS

- Trustworthiness • Patience • Versatility
- Honesty • Determination • Creativity

TECHNICAL SKILLS

- Hardware: Cisco devices, Ethernet, Intel Server, IBM Server, Hubs, Switches, Modems, ISDN, Testing tools, IBM Mainframe
- Operating Systems: Macintosh, UNIX, Linux, Windows, Sun Microsystems
- Applications: Database Management (MS Access, Oracle, MySQL, DBMS), E-mail clients and server configuration, CRM and ERP development

LANGUAGES

- Arabic
- English

TRAINING COURSES

Jul 2021

Cisco CCNA (200-301) Cert Prep: Network Fundamentals and Access

•LinkedIn

Jul 2021

Cyber Security •Doroob

Jul 2021

Fiber Optic Technology and Internet Speeds •Doroob

Jul 2021

Windows Server 2019: Implementing Group Policy •LinkedIn

Jul 2021

Windows Server 2019: DHCP and DNS •LinkedIn

Jul 2021

Troubleshooting IT Remote Administration •LinkedIn

Jul 2021

Planning and Configuring a Microsoft Messaging Platform •LinkedIn