

MAHER AL-REFAI

Senior Technical Support Engineer

PROFILE

I'm seeking to gain an employment in an area where my skills will be challenged and new learning opportunities are available to develop my qualifications as a technical support engineer follows up ensure of network connections stability.

CONTACT

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EMAIL:
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Nationality: Syrian
Married /Transferable Iqama.

CERTIFICATIONS



LANGUAGES

Arabic – Native
English – Very Good.

ADDITIONAL SKILLS

- Technical support skills
- Network connectivity troubleshooting

EDUCATION

- AL Faisal International Academy.
Diploma: Network Technology.

WORK EXPERIENCE

2011 to 2021:

Organization : **Hassan EST. (for Computer & Network Services)** .
Role: **Technical Support Engineer.**

- **Internet & Wireless Support Engineer**
Troubleshooting Internet and Network problems for **ITC** customers (slowness & latency – flapping – disconnecting issues VPN problems, no browsing issues. etc.).
- Installing and configuring **point-to-point** wireless devices.
- troubleshooting Wireless P2P – P2MP problems and guide and coordinate with the wireless technical team to resolve and fix the detected problems.
- Monitor and check network devices.
- installing satellite hardware to connect through it to internet.

2009 to 2011:

STC Saudi telecom company

Role: **Technical Support Supervisor.**

- Staff Training and explain many things about connectivity and analysis problems.
- Helping customers to solved their problems.
- Analysis and check of subscriber lines for the ADSL connection to find problems through Analysis Network program.
- Helping supervisors to solve difficult problems.
- Diagnosed hardware problems with modems ADSL related internet problems.

2005 to 2009:

Nesma advanced technology co.ltd

Role: **Technical Support Engineer.**

- Receiving an email and calls from customers who facing problems of the Internet or Web sites hosted.
- Supporting Technical problems for corporate leased line & wireless connection.
- Follow-up clients who are facing problems through email or phone to make sure solve of the problems.
- Open the tickets based on Nesma ticket program and make report about the problem customer.
- Maintenance calls & tickets requests "Receiving" Modification, finalize.

SOCIAL MEDIA

LinkedIn:

[linkedin.com/in/maher-alrefai-355473160](https://www.linkedin.com/in/maher-alrefai-355473160)



2003 – 2005 **National Technology Group**

- **JEEL ISP (Internet Service Provider)**
Helpdesk Front Line Support.
Clients' Technical Support.
ADSL routers/modems configurations and troubleshooting
Internet problem.
- **OneCard (E-Commerce)**
Helpdesk Front Line Support.
- **Mubasher: Saudi stock market software**
Helpdesk Front Line Support.

TECHNICAL SKILLS

- Installing and configuring point to point wireless device.
- Installing satellite hardware VSAT service to connect through it to internet.
- Network Hardware & Software Installation.
- MS office.
- Team Leading.
- Work as part of a team.
- Installing and configuring Routers & Switch & Access point.
- Troubleshooting for Desktop & laptop (Hardware & OS).
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