

ABDULLAH ALZHRANI

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Personable and knowledgeable IT support technician with over 5 months of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues. Seeking to provide expert technical support to enterprise organizations.

❖ Work History

Technical Support Specialist

Royal Commission, Jubail

- Suggested software and hardware modifications to reduce lag time and improve overall speed.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.

❖ IT Experience

- Check computers and laptops in any type of issues.
- Check the servers and be sure every network cable in the fit port.
- Configure modems and solve the problem if there is.
- Configure the e-mails for the users.
- Connecting the PCs to domain
- Solving problems remotely in brief way.
- Install operating system such as windows 7 and XP also formatting the devices.
- Change hard disk, RAMs, power supply, screens and try to fix what need to fix as possible as I can.

❖ Education

High Diploma Degree:
Computer and Information
Technology – 2022.

Jubail Industrial College.

❖ Skills

- I have a great passion towards technology.
- Professional in computer.
- Know how to deal with the user.
- Graphic designing, Photoshop program, create ID employee, camera programs, technical studies, deal with the hardware if possible,
- Work in any passion, withstand the rigors of work,
- spend my free time in something useful such as reading, seen the new Technology