

ASEEL ALQAHTANI

PROFESSIONAL SUMMARY

Logical thinker with top problem-solving abilities. Communicates well with non-technical audiences for speedy resolutions. Background in delivering exceptional customer service whilst carrying out maintenance and repairs.

WORK HISTORY

Desktop Support Specialist, 08/2022 to Current Smsa Service Center - Riyadh

- Managed hardware issues as they arose including PC, Laptop.
- Followed technical documentation for accurate installation, maintenance and repair work.
- Tracked computer system and network performance to identify root causes of issues.
- Prepared equipment for staff use, installing cables, operating systems, and software.
- Conducted server back-up and recovery operations in line with protocols.
- Carried out new hardware installations and updates, keeping systems functional and secure.
- Used service desk to track support tickets and document actions.
- Scanned systems, diagnosing and correcting equipment failures and performance issues.
- Install printers driver's and troubleshoot any issues.

Customer care representative, 09/2020 to 12/2022

Saudi Food and Drug Authority - Riyadh

- Answering the customers calls, dealing with (queries, requests, and complains)

Supervisor, 12/2021 to 08/2022

Saudi Food and Drug Authority

- Daily reports of Attendance and departure, Call back reports.
- Answering the customer complaints or inquiry through sfd .
- full responsibility of Whatsapp channel .
- Solving any technical issues for the customer through CRM
- follow up on the e-tickets for all the services .

EDUCATION

Diploma, Computer programming Corporation - Riyadh

Diploma

Imam Muhammad ibn Saud Islamic University

CERTIFICATIONS

Certificates Microsoft Official Course Database Administration Fundamentals Oct 2015 May 2016 Oracle Academy Database foundations Cisco Networking Academy Introduction to Cyber security course Introduction to internet of things Dec 2022 - Present Technical and Vocational Training Corporation Introduction to information security (Cyber security) Jan 2021 Nov 2019 May 2018 Feb 2019

CONTACT

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SKILLS

- Network troubleshooting
- Email security solutions
- Remote support
- Anti-virus knowledge configuration
- Printer support
- Application installations
- Technical issues analysis
- Application support
- Hardware upgrades
- Desktop support