

# ABDULLAH SAEED AL-BAYDANI

## (Computer and Information Technology)

### Contact

Riyadh – Saudi Arabia  
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### Education

April 2018 – January 2022

High Diploma Degree:

Computer and Information  
Technology.

Jubail Industrial College – Jubail

### Certification

ITILV4

### Courses

CCNA  
Comptia A+  
System Administration  
Cloud

### Language

Arabic  
English

### Reference

Available upon request

### Profile

IT support technician with over 2 years Hands-on Experience in Technical Support, Computer Maintenance and Network, providing support for connectivity issues, and having the commitment to keep up to date with the latest developments.

### Experiences

January 2022 – June 2022

**IT technical support as training - Jubail Royal Commission – Jubail**

- Recived all tasks from IVR and try solve it remotly.
- Regular maintenance of all equipment (PC, laptops, printers, scanners, calling system, etc).
- Upgrade hardware (RAMs, SSD, GPU ).
- Analyze problems and show them to the developer to develop the program and make it easier to work.

April 2017 – April 2018

**Help desk - General Contractor – Dammam**

- Configure basic network ( point to point, point to PC, Switches, Hub ).
- Printer ( install ethernet-USB, driver's, sharing, troubleshoooting ).
- DNS ( joing end user to domain, group policy, create user's, secure user).
- Assigning and arranging user permissions.

December 2015 – June 2016

**Desktop support - General Contractor – Riyadh**

- Check computers and laptops in any type of issues.
- formatting the devices and install operating system windows 10 from CD and NIC.
- Configure IPV4 and DHCP then solve the problem if there is.
- Change hard desk, RAMs, power supply, screens and fix it.
- Configure the e-mails for the users.