

# Nada Al-Otaibi.

Date of Birth: 29/11/1995

Nationality: Saudi.

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## **Education.**

Diploma in Technical Support.

Technical and Vocational Training Corporation Riyadh, Saudi Arabia. (2018-2022)

## **Career Summary.**

Saudi Authority for Industrial Cities and Technology Zones (MODON) "Training IT Support" (2022)

## **Roles**

- Troubleshoot and either repair or replace PC faulty hardware such as hard drive, motherboard, power supply, network interface controller, PCIe, RAM's, monitors, and warranty repairs.
- Assist staff with installation, configuration and ongoing usability of desktops, laptops, peripheral equipment, and software complying with given standards and guidelines.
- Update and maintain computer inventory and surplus equipment and manage IT store.
- Assist in technical upgrading and maintaining of entire desktop systems.
- Check port security and allow/disallow network ports for users
- Configure emails and internet in employees Outlook and mobile devices.
- Installation of Avaya telephone devices to employees.

## **Skills.**

IT Support

Team Work

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