

OMAR ALI ALHAMOUD

CONTACT

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Yarmuk 13251, Riyadh Region

EDUCATION

Jubail Industrial College

Al Jubayl, Eastern Province
05/2022

Associate degree of science:-


- Computer and Information Technology

A program that focuses on the design of technological information systems, including computing systems, as solutions to business and research data and communications support needs

SKILLS

- Good communication skills
- Computer network skills
- Peripheral skills
- Attention to detail
- Technical writing
- Information security

LANGUAGES

- Arabic: Native language
- English:  B2

PROFESSIONAL SUMMARY

An industrious student seeking a career in the technical support field. Eager to learn new techniques and enhance skills. Dedicated to offering strong customer service to increase trust and reliability. Trained IT worker was skilled with hardware and software. Analytical in investigating problems, tracing root causes, and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support.

WORK EXPERIENCE

CCC by STC - Customer Service Representative

Riyadh, Riyadh Region
08/2022 - 03/2023

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.

Tasheel Finance Company - Information Technology Technician

Khobar, Eastern Province
01/2022 - 04/2022

- Developed solutions for critical software issues, guiding customers through bug fixes and reactive maintenance.
- Created assessment reports of equipment issues and resolutions using operational data.
- Employed advanced troubleshooting and expert application knowledge to solve system user interface problems.

Tadarak Construction Company - Administrative Assistant

Khobar, Eastern Province
03/2019 - 06/2021

- Drafted meeting agendas and followed up on team action items.
- Promoted welcoming environment while managing receptionist area and fielding requests for information.
- Managed clerical needs of employees, including administrative support, file management and stationery supplies.
- Assisted with invoicing and payroll to help facilitate efficient workflow.

CERTIFICATIONS

- Cybersecurity Incident Response Analysis, STC
- Cooperative Training, Tasheel Finance
- Problem-solving skill, Misk
- Member of the Saudi Council of Engineers (SCE)
- Cybersecurity Essentials, CISCO