

MASHAEL ABDULRHMAN ALDRIWEESH

✉ m-aldriweesh@hotmail.com 📞 +966 547880990
[in Mashael's LinkedIn](#)

ITIL 4 CERTIFIED IT TECHNICIAN • TECHNICAL SUPPORT SPECIALIST

Competent and resourceful IT Technician with 1+ years of experience in enhancing technical efficiency and business operations through effective technical support. Skilled in Network Administration, troubleshooting, software deployment and installation. Considering challenging roles that promote professional growth while contributing to firm's development.

TECHNICAL SKILLS:

Operating Systems: Windows 7,8,10, Server 2003,2008,2012,2016, MAC OS

Software: SQL, MS Outlook, Office 365, McAfee | Networking: Active Directory, DNS, VPN, ITIL Framework

Hardware: Printers, Desktop, DVR, NVR, Laptop, Server, Networking Equipment

FUNCTIONAL SKILLS:

IT Troubleshooting | Hardware & Software Installation | Network Configuration & Maintenance | Business Communication | Customer Service | Help Desk Support | Desktop Support | Network Administration | Software Deployment | Incident Response | Backup & Recovery | IT Documentation | Service Level Agreements (SLAs)

WORK EXPERIENCE:

First Care Medical Services Company
IT TECHNICIAN

Riyadh, Saudi Arabia
Month, 2022 – Present

- Led 100% of technical support responsibilities, including troubleshooting of networks, implementation of necessary security measures and facilitation of day-to-day IT support.
- Facilitated smooth network and system operations for 50+ employees, by effectively resolving technical concerns.
- Minimized malware and virus risks by regularly monitoring servers and systems, and detecting network issues.
- Enhanced user experience for website by maintaining, updating and monitoring company website, as required.
- Registered new domain addresses for company's website development, while considering security features.
- Ensured on-time software and system installation, updates and backup, to enhance productivity and reduce risks.
- Diagnosed and analysed networking issues related to software and hardware defects.
- Facilitated 100% resolution to discrepancies, based on technical knowledge and expertise.

Doro Company
SALES & MARKETING EXECUTIVE

Riyadh, Saudi Arabia
Month, 2018 – Month, 2021

- Spearheaded end-to-end sales and marketing functions for newly inaugurated Doro store, as a Branch Manager
- Led a team of 2 employees, facilitated sales training and monitored performances, to improve customer interactions.
- Oversaw day-to-day customer walk-ins, and recommended products by analyzing customer requirements.
- Generated an average monthly sale of 70,000 SAR by optimizing sales processes and promoting Doro's products.

EDUCATION:

DIPLOMA IN INFORMATION TECHNOLOGY & PROGRAMMING
Imam Mohammed University, Riyadh, Saudi Arabia

2022
Riyadh, Saudi Arabia

CERTIFICATIONS:

ITIL 4 – FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

Valid till August, 2026

