

Mohammed Yassine

Technical Support



+966 531 367 803



Mohammedya11@hotmail.com



Jubail, Saudi Arabia

SUMMARY

As an IT Technical Support with an Associate Degree in Computer and Information Technology. I have a solid foundation in basic computer science concepts and practical skills in technical support. Leveraging my proficiency in setting up the device and its accessories, I am also excellent in tackling and solving a variety of IT problems. I am well equipped to ensure the smooth operation of computer systems for users within an organization.

EXPERIENCE

Al-Mana Hospitals | Jubail, Saudi Arabia.

Technical Support | Oct 2023 - Present.

- Providing technical support to end-users for hardware, software issues.
- Assisting with troubleshooting and problem resolution.
- Responding to user inquiries and requests through various channels.
- Logging and tracking support tickets.
- Installing devices and changing the affected parts
- Assisted clients with general support for hardware, peripherals, network
- Managing users in the domain.

Saudi Aramco company | Jubail, Saudi Arabia.

Cooperative trainee - IT department | Jun 2022 - Oct 2022.

- Work with the Customer Service Department to prepare monthly reports on IT Department requests.
- Assist in maintaining the organization's computers.
- Assistance with device installation tasks.
- Assisting in data entry, backup, and recovery

EDUCATION

Jubail Industrial College | Jubail, Saudi Arabia.

Associate degree in computer and information technology | GPA: 3.19 /4 | 2019 - 2023

OTHER

● Certifications & Courses: :

- Membership of Saudi Council of Engineers.
- Introduction to Cybersecurity | Cisco | **Mar - 2021**
- Introduction to packet tracer | Cisco | **Mar - 2021**
- Project Management |Harvard | **Sep - 2022**
- Information Security |E-learning | Saudi Aramco | **Aug - 2022**
- Organizing data in Excel | E-learning | Saudi Aramco | **Aug - 2022**

● Technical Skills:

- Installing devices from scratch
- Connecting devices in a domain.
- User management.
- Solve technical problems.
- Share and transfer files
- Install and share peripherals (printers, scanners, etc.).
- Remote desktop
- Content management system
- MS office programs.

● Soft Skills:

- Communication Skills.
- Time management.
- Commitment and active listening.
- Teamwork
- Flexibility

● Languages: Arabic - English.