

BASSAM ALWANI

IT HELPDESK



Makkah Al Mukarramah
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Arabia



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EDUCATION

HIGH SCHOOL DIPLOMA

Technical and Vocational
Training Corporation / Makkah /
2019

Technical Support
Technical and Vocational Training
Corporation

SKILLS

office Tools-Microsoft office (Word,
Excel, PowerPoint)

positive attitude

Hard Worker

Time management skills

Self-motivated

Excellent communication

Customer Service

Quick learner

Communications

LANGUAGES

English

Arabic

To grow along with organization and become a professional of excellent repute by effectively contributing towards the goals of the organization

WORK EXPERIENCE

IT HELPDESK

Nupco / Mar 2020 - Present / Jeddah

- Assisted in streamlining repair processes by documenting each repair to facilitate technical support actions in the future.
- Eliminated security breaches by updating software versions and installing new software when necessary.
- Set up new PC systems and laptops for new employees including server permissions and downloaded the software as per position requirements.
- Assisted client stakeholders by collaborating with support team to explain, troubleshoot, and resolve emergent technical issues.
- Over [Timeframe], resolved [Number] individual tickets from end-users requesting support for [System], [System], and [Software].
- Answered assistance requests from users and provided step-by-step instruction to resolve issues.
- Assessed hardware and software currently used and made recommendations for modifications to increase overall speed of system.
- Used special software to eliminate malware and viruses from laptops and PCs.
- Communicated with users by telephone to determine the problems they were facing, and gave instructions for testing solutions to find the causes of the issues.

COURSES

CYBER SECURITY

technical College / May 2019 - May 2019

CCNA ROUTING AND SWITCHING

technical College / Jun 2019 - Jun 2019

COMPUTER AND WIRELESS NETWORK

technical College / Apr 2020 - Apr 2020

INTERNSHIPS

MATERNITY AND CHILDREN HOSPITAL

Feb 2019 - May 2020 / Makkah

MINISTRY OF HEALTH

Oct 2019 - Dec 2019 / Makkah