



Samer Almqathawi

CONTACT

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SKILLS

- Application support
- Hardware diagnosis
- Desktop support
- Customer service expert
- Proposal writing
- Business writing
- Certificate writing
- Technical writing

PROFESSIONAL SUMMARY

Critical thinking [Job Title] effectively resolves technical issues through troubleshooting and [Technique]. Specialises in [Area of certification] and [Area of certification]. Offers outstanding skills in [Skill] and [Skill].
Hardworking Education Welfare Officer, with extensive expertise supporting young people and families through improved attendance and attainment. Using outstanding communication and relationship-building abilities to effectively transform educational experiences and aid establishment progress towards consistent absence reduction.

WORK HISTORY

Writer 06/2015 to 06/2017

Reporter - Dubai, United Arab Emirates

- Edited technical software reports written by junior editors and offered feedback to improve writing skills.
- Marketed services through social media platforms and advertising services.
- Proofread copy from fellow writers to ensure that all writing was correct in terms of spelling, punctuation, grammar usage and context.
- Organised material to research and complete writing tasks.
- Managed competing deadlines with efficiency.
- Edited and proofed documents for proper grammar, spelling, capitalization and verbiage.

Technical Support Specialist 06/2017 to 05/2020

Technical Support - Jeddah , Saudi Arabia

- Executed various techniques, including [Technique] and [Technique] to maintain servers and systems on [Timeframe] basis, keeping networks fully operational during peak periods.
- Uploaded new software, rolled out updates and applied patches to [Type] servers upon release to thwart [Type] and [Type] threats from penetrating networks.
- Responded to [Number] individual tickets every [Timeframe] to provide end-user support on [System], [System] and [Software].
- Monitored systems in operation and input commands to troubleshoot areas such as [Type] and [Type].
- Performed initial client assessment and analysis to begin research process.

EDUCATION

Diploma : Technical Support, 05/2020

Technical College - Medina , Saudi Arabia