

IT Technician Support.

Abdullah Mohammed AL-Marzooq



Contact

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Saudi Arabia / Eastern Region

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Languages

- Arabic (Native Language)
- English (professional)

Personal Skills

- Excellent listener
- Friendly
- Poised under pressure
- Staff Training & Coaching
- Recruiting and Hiring Talent
- Quality Assurance
Solid written and verbal communicator

Objective

A passionate and motivated who is looking for an opportunity in an excellent Saudi or international organization that enables me to bring my skills and experiences that I earned in the field of the Computer and Information Technology

Skills Highlights

- ❖ **Network**
 - Router & Switch & Fire Wall Configuration
 - UTP, STP, Twisted pair, Fiber optic, Console RJ45 Cables
 - DHCP, DNS, IP address
 - LAN, WAN, VLAN, VoIP
 - VPN, Group Policy
 - Windows Server 2008 to 2019
 - Manage AD Active Directory Scope, DNS, Group policy
 - Cisco packet tracer
 - Virtualization technology Hyper-V, VMWare, Oracle VM
- ❖ **Computer and IT**
 - Hardware maintenance and building
 - Install and Configure Windows, vista, 7,8,10
 - Manage emails by Exchange server
 - Backup and Restore
 - Clone HDD to SSD
 - Advance in Microsoft
 - Office programs
 - ERP SAP program
 - Cyber security
 - DATABASE

Experience

Technical Support Specialist CloudApps (LazyWait)

April (2021) – January (2022)

- ❖ Network configuration: Configure switch and router and pc inside network, Create straight cable, Crossover cable.
- ❖ Hardware maintenance: Clone HDD to SSD, Monitor, Desk, Motherboard.
- ❖ Software troubleshooting: Install and setup windows, IOS, android, Connect printer to the network, Printer Setup, Windows configuration by control panel, task manager, device manager, disk management, support customer for LazyWait POS system.

LazyWait

Experience

IT & Network Technician at Gulfcx

January (2022) – Present

1. Manage AD Active Directory Users , Computers , OU , Group , Scope , DHCP , DNS , Group Policy
2. Configure Switch Vlan and switchport mode
3. Monitoring Spanning Tree Protocol for determine BR
4. Configure Router by give IP Address , rename , NAT , DHCP and Routing by OSPF , ISIS
5. Manage Emails by Exchange Server (ECP)
6. Scheduling Backup and work to restore if we need
7. Clone old HDD to new SSD without loss any data
8. Solve problems for hardware and software



Education

Higher Diploma (Associate Degree) of Science: **Computer and Information Technology** – 2017 - 2020
Jubail Industrial College, JIC

