



ABDULLAH ZUBAIR

SENIOR IT TECHNICAL SUPPORT

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Saudi Arabia, Riyadh



Dedicated and energetic individual with a passion for motivating team members, managing multiple priorities and utilizing research and development skills to support customers.

ACCOMPLISHMENTS

- ✓ Minister of MCIT honored me for my contribution to new Ministry building infrastructure.
- ✓ The Assistant Minister of MCIT honored me for the effective support I provided during the Corona period.
- ✓ Achieving first place in the ticketing and evaluation system for helping more than 1000 employees.

SKILLS

A leader with a measure of responsibility and flexibility in managing tasks, I also have positive social relations, as well as critical thinking skills.

KEY COMPETENCIES AND TASKS

- Supervision of the work team.
- Formulated, analyzed and delivered reports on support metrics to senior management.
- Qualifying graduates for employment from universities and TAMHEER program.
- Managing custodies and inventory.
- Managing printers' server, configuring basic and security settings, and joining them to the network.
- Creating OS IMAGES for all types of computers.
- Negotiated and coordinated with vendors in resolving hardware and software issues.
- Diagnosing employees' issues in a timely manner and following up with them until finishing.
- Provide appropriate escalation procedures for unresolved issues.
- Enhancing methods of searching for solutions to emerging issues.

HERE ARE A FEW RELEVANT TECHNICAL SOLUTIONS I HAVE DEALT WITH

- Active Directory
- E-Mail Admin Center
- Cloud Services
- HPAC Solution
- HP WebJet Admin
- Aruba ClearPass Policy Manager
- Microsoft Teams Admin Center
- Workspace Intelligent Hub (VPN Service)
- Bitlocker Recovery Key AD
- AXIOS Systems
- Cisco Systems
- ClickShare Solution

IT CAREER PATHS I WANT TO EXPLORE

Business Development
 Project Management
 Quality Management
 Risk Management
 Digital Marketing
 E-Commerce

EDUCATION

ALKhaleej Education Institute | 2013
 Diploma [Computer Science] GPA 4.83
 Accredited by Technical and Vocational Training Center.

EMPLOYMENT HISTORY

May 2017 - Current
 MCIT| Senior Technical Support Engineer

Jan 2014 – Dec 2016
 General Presidency| IT Team Supervisor

Aug 2013 – Oct 2013
 ALMOHAISEN Communications| Training

CERTIFICATIONS

IC3 – Internet and Computing Core Certification
 IT Essentials – PC Hardware And Software (Cisco Certified)

COURSES

