

Abdulrahman Saad Aldosari

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EDUCATION

King Saud University

Diploma, Communication and Computer's Networks

Date of graduation: 1/2020

PROFESSIONAL EXPERIENCE

Nokia Al-Saudia

Front Office Engineer, Mobily KSA

Apr 2020 – present

- Responsible for alarm monitoring and escalation , restoration , information .
- Responsible of fault escalation : - TT quality ; Escalate on time and accuracy - Send SMS on time ,voice call , email - Update on time with proper information in remedy and via SMS; - Closing on time with right root cause.
- Ability to manage the project progress and handle in-depth technical issues.
- Troubleshooting the netowrks and fix issue

AL HOKAIR GROUP

Cashier & Customer service

May 2019 – Sep 2019

- Take care of the front desk , to be cleaned and managed.
- Doing the cash up everyday before start the shift .
- inform the duty manager if there is any injuries for the kids .
- make sure that the kids having fun and best experience ever .

JARIR BOOK STORE.

Sales Man – Electronic

Jun 2017 – Feb 2018

- Selling company goods, products, and services in order to increase profit.
- Serves customers by selling products and meeting customer needs.
- Making seals recommendation for smart phone and accessories may better suit the costumer.

COURSES

Technical Support Fundamentals

Google-Coursera

Dec 2020

Master Microsoft Excel

Doroob

Jul 2020

LANGUAGES

Arabic

English

SKILLS

Great at Problem Solving.

Felxibility and ability to manage

Computer knowledge

Microsoft Office.