

Alaa AL-Zahrani

Technical Support

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SUMMARY

I am a graduate of technical support. and I have enthusiasm and ambition to achieve a successful career, and this prompted me to apply to join the work team. in order to add to it and take advantage of the experience and skill I gained during my university studies in the technical field and it gives me the opportunity to contact working within a wonderful work team.

EDUCATION

Technical and vocational training corporation

Sep 2020-nov 2022

Digital technical college for girls in Riyadh

Diploma in technical support | **GPA:**4.90/5 with first grade honor

EXPERIENCE

Cooperative training at king Saud University-In the Deanship of Electronic Transaction and Communication - Technical Support Department.

4 Sep-10 Nov 2022

- Configure hardware, software, systems, networks, printers and scanners.
- Plan and execute maintenance upgrades.
- Set up accounts for staff.
- Respond to breakdowns and other technology issues.
- Investigate, diagnose, and solve computer software and hardware problem.
- Classroom problem solving.

TRAINING & CERTIFICATIONS

- **Cisco** | NDG Linux Essentials | 14 May-2022
- **Cisco** | CCNA R&S: Routing and Switching Essentials | 28 Dec-2021
- **Oracle Academy** | java Foundations | 26 Dec 2021
- **Cisco** | CCNA R&S: Introduction to Networks | 27 Apr-2021
- **Cisco** | IT Essentials: PC Hardware and Software | 22 Dec-2020

SKILLS

Personal Skills

- Problem solving
- Time management
- Fast learning
- Ability to Learn all new

Technical Skills

- Computer skills
- Printer skills
- Microsoft office skills
- Programming languages (java)

Languages

- Arabic
- English