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# Aqeel Asaad Alhashim

📍 Riyadh  
20-10-1999  
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## PROFESSIONAL SUMMARY

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An IT Professional with experience in Technical Support seeking a position in the industry where I can implement my skills and gain additional experience in the field of Information Technology. Optimal handling of networks and operating systems as well as providing technical support in the field of hardware and software on a personal and network level.

## EDUCATIONAL BACKGROUND

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### Institute of Public Administration, Riyadh

Diploma, Computer Networking  
2019 – 2021 | GPA: 4.12 out of 5

## PROFICIENCIES

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- Fluent in Arabic and Professional Business level English speaking abilities.
- Expert in diagnosing, monitoring, logs supervision, and maintenance.
- Time management, collaboration, and deadline-driven.

## SOFT SKILLS

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- Problem-Solving
- Team Communication
- Stress Management
- Adaptability
- Leadership

## PROFESSIONAL EXPERIENCE

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### IT Technical Support

#### Nesma & Partners

June 2021 – Present

Lead multiple projects that require IT Technical support individually with minimal help remotely from other IT Professionals and Engineers. Projects include:

- Al Khobar Head Office Management
- Makkah, MASAR Project
- Ras Tanura, Onshore Maintain Potential Project
- Riyadh, Diriyah Gate Development Authority project

Task in those projects required Professional skill and include but not limited to:

- Provide technical support expertise on all workstations, printers and scanner including its peripherals.
- Manage delegated task given by Service Desk Team Leader and Technical Services Department Manager.
- Manage Purchase Order Request for IT Devices and related parts based on needs and availability.

## MEMBERSHIPS

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### Saudi Council of Engineers

Specialization: Computer Networks Technician  
Membership ID: 768687

## HARD SKILLS

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- Bilingual Individual
- Computing and Networking Abilities
- Industry-Specific Certification
- Network Monitoring and Project Management