

ASHJAN ALHELALI

IT SUPPORT



Riyadh



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EDUCATION

HIGH SCHOOL DIPLOMA
GIRLS TECHNICAL COLLEGE /
Riyadh / 2018

DEPLOMA INFORMATION
TECHNOLOGY

SKILLS

Able to work well as part of a team,
and with minimal supervision.

Teamwork, and demonstrate
flexibility in various situations.

troubleshooting

Communication skills through
different channels.

LANGUAGES

Arabic

english

I aspire to be part of your organization and express a strong desire to join you so that I can develop my skills,

WORK EXPERIENCE

SMARTLINK

Mar 2019 - Jan 2020
Riyadh

IT SUPPORT

company by using Tickets system and Netsupport program.

-Supervision and follow up the issues that related to System Dep.

-Download all programs needed by the projects on the PCs'.

-Preparing reports for the solved issues to clarify to the client.

-Preparing the meeting room and the training room to provide a support and follow up if any problem happens.

Tabadul

Jan 2020 - Present
Riyadh

HELP DESK ADMINISTRATOR

-Preparing and setting up the work environment for new employees

-Managing deposits and withdrawals from the warehouse equipment

-Operating ticket progress reports

-Managing and provide IT requirements for the female section.

COURSES

Jan 2017

CCNA

Jan 2017

FORTINET

May 2017

FOUNDATION OF IT

May 2017

LINUX PROFESSIONAL INSTITUTE

Jan 2018

MICROSOFT

May 2018

CERTIFICATION OF COMPLETION