




## CONTACT DETAILS

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# FAY MUBARAK ALDOSRIY

## SUMMARY

Technical Support Specialist to work on different hardware and software errors. Thorough in tackling technical issues, tracing root causes and correcting errors. Works great alone or with others to deliver quality support.

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## Education

Diploma degree in Information Technology (Technical Support) from the College of Technology may 2020.

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## Experience

- \*Technical support at Imam Muhammad bin Saud University.** (19/10/2021) to current
    - Format and crack password for desktop devices and laptops.
    - Definition of barcode devices, printers and scanners.
    - Share a printer on the network.
    - Set network card back.
    - Download protection software.
    - Download office programs and programs for university employees.
    - Share a file on the network.
    - Solving technical issues for end users.
  - \*Customer service at the Saudi Electricity Company.** (3/8/2020-4/10/2021)
    - Solve high bills problems.
    - Request new and temporary meters.
    - Fixed billing problems.
  - \*Technical Support Training at Imam Muhammad bin Saud University.** (5/1/2020-1/3/2020)
    - Definition of printers and scanners
    - Equipment inventory
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## COURSES

- A+ (self learning)
- Network+ (self learning)

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**CERTIFICATIONS**

- Workshop on risk management in technical projects.
  - A lecture on cloud computing and our daily work.
  - Courses in information security ' kail Linux ' .
  - Courses in basic skills in cybersecurity.
  - Courses in Job seekers.
  - Training program mobile maintenance.
  - Internet of things course.
  - Course in introduction to cybersecurity.
  - Cisco certified network associate.
  - Courses for IT Essentials.
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**Skills**

- Troubleshooting.
  - Hardware and software configurations.
  - Good communication skills
  - Network testing.
  - Solving technical issues for end users.
  - Microsoft Office.
  - Teamwork.
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**Languages**

Arabic    mother language  
English    advanced

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