

MOHANED AL-ATIWIY

INFORMATION TECHNOLOGY TECHNICAL SUPPORT

P 0530348188

E mo-smart@hotmail.com

A Riyadh

E Intermediate Exp

OBJECTIVE

I'm focused and highly determined to enhance my working capacities, professional skills, business efficiency & to serve the organization in best possible way with sheer determination, commitment & to utilize my knowledge coupled with experience to convert organizational goals in to reality along with steady growth for self.

EXPERIENCE

2019 Jan – Up-to-date

Technical Support, Senior Level
Saudi Credit Bureau



- Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
- Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Ensuring project deadlines are met.
- Determining project changes.
- Providing administrative support as needed.
- Undertaking project tasks as required.
- Developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members.
- Create a project management calendar for fulfilling each goal and objective.

2016 Dec – 2018 Dec

Technical Support, Senior Level
Saudi Credit Bureau



- Logging and processing support calls
- Installing and configuring computer hardware, software, systems, networks, printers and scanners etc.,,
- Planning and undertaking scheduled maintenance upgrades

EDUCATION

College of Technology Certificate,
Computer Systems Networking &
Telecommunication

Riyadh

Technology Certificate

KEY SKILLS

- TEAM MANAGEMENT
- ANALYTICAL THINKING
- PROBLEM SOLVING
- RISK ANALYSIS

AWARDS

- PROJECT COMPLETION
AWARD
- CHAMPION TEAM PLAYER
- BEST EMPLOYEE OF THE
MONTH

- Setting up accounts for staff, ensuring that they know how to log in
- Solving password problems
- Responding to incidents
- Investigating, diagnosing and solving computer software and hardware faults
- Supervising junior technical staff
- Maintaining records of software licenses/contracts
- Managing stocks of equipment, consumables and other supplies

2012 May – 2016 May

IT Support Engineer, Intermediate Level,
Arab Gulf Program for Development (AGFUND)



- Application devices use policies and internal network services for AGFUND users
- configured mail archive at user end
- Processing and install all the devices on the total coordination.
- work to repair the devices users are on a daily basis AGFUND
- Consulting support for On-site hardware expansion and up gradation
- Configuring Remote Desktop and Remote Assistance

2010 Jan – 2012 May

IT Support Engineer, Samba Financial Group



- Provide IT technical support for end users
- Responsible for:
 - ALL application and Software support level in samba bank
 - Samba intranet support
 - Installing, configuring and troubleshooting windows 7 client machines
 - Help disk support

PROJECTS

- **[Envision] - Document Archiving System** – Implementation of Document Archiving System in SIMAH to ensure all documents (Agreements, Contracts, Staff Files, etc..) are secured online.
- **Digital Transformation** – VDI Solution to integrate all end user equipment (CCTV, Meeting Rooms, Access Management System, etc.)
- **Manage Engine Desktop Central** – Implement ME Desktop Central to manage end user activities. Manage Computers, Software Deployment, Inventory and other related activities.
- **IT Ticketing System** – Implement IT Ticketing System to ensure all requests/incidents are recorded and solved within the defined SLA. & OLA , Handling of Changes are processed through appropriate channel.

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- **ITSM Application Manager** – Implementation of ME APM to monitor Application health, process and other details. Also to ensure errors are handled in a timely manner to avoid major disruption in End User Experience.

CERTIFICATIONS

- Project Management Professional (PMI – PMP# 2896675)
10th Dec 2020
- ITIL® Intermediate Examination in Service Operation / ITIL®
- Qualification ITIL® Foundation Certificate in IT Service Management/ GLOBAL BEST PRACTICE How the internet work / Alison
- Introduction to Cloud computing / Alison
- Fundamentals of Network Security / Alison Road to Market / Riyadh College of Technology
- Computer Technology/ Riyadh College of Technology
- Network Operating System / Cisco Training of Program in O& T / Samba

SKILLS

- Highly motivated self-starter who takes initiative with minimal supervision
 - Proven relationship-builder with excellent interpersonal skills.
 - Flexible team player who thrives in environments requiring ability to effectively prioritize multiple concurrent tasks.
 - Dependable, responsible contributor with commitment to excellence and success.
 - Hard working go-getter who is highly organized, dedicated, and committed to professionalism.
 - Proficient in utilizing MS Office
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