

WESAM SALEH AL-MAHMOUD

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OBJECTIVE

Graduate of Information Technology specialized in Technical Support, interesting with Technical Support and Networks, skilled in team building, public speaking and time management seeking a position that will allow me to utilize and improve my skills.

EXBERINCE



JUN 2020 – AUG 2020

TECHNICAL SUPPORT SPECIALIST, KING SAUD UNIVERSITY (KSU)

COOP Training – the training was in **Technical Support Department, the responsibilities:**

- Strengthening and developing Care services of beneficiaries
- Activating the use of means of communication and requesting electronic support
- worked on:
 1. VMware Program
 2. Team Viewer Program
- Solve problems of (Printers, Screens, Network and Internet)
- Administrative tasks, software installation and Windows activation
- Clean up the "RAM".

EDUCATION

2017 - 2020

DIPLOMA OF INFORMATION TECHNOLOGY, TECHNICAL SUPPORT, Riyadh
College of Technology

CERTIFICATES & TRAINING COURSES

- Business English – Project Champions Academy
- Computer hardware maintenance and technical support
- CCNA Routing and Switching
- English Course – British Council
- Linux
- The Internet of things
- English Course – UdeMy
- Introduction to Cybersecurity
- Financial Planning and Budget
- Microsoft Excel
- Microsoft Access
- Installing and Configuring Windows Server
- IT Essentials

SKILLS

TECHNICAL SKILLS:

- Microsoft Office (Word, PowerPoint, Excel, Access...)
- Eclipse
- VMware
- TeamViewer
- Packet tracer

Personal SKILLS:

- Time Management
- Leadership skills
- Able to work in teams or groups
- Good communication with others
- Continuous Improvement

LANGUAGE

- Arabic (Native)
- English (limited in workplace)