

# YAHYA AL WABARI

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## Profile

Seeking employment as a Technical Support Specialist in a growing company to use my extension background in working with computer issues and networking solutions

- Provided installation of computers and software on devices.
- Strongly supported front/back office IT process changes to users and IT Staff.
- Testing problems in software systems.
- Effectively managed reactive issues with proper service management techniques on various IT challenges.
- Demonstrated valuable traits through collaborative work behavior among different teams and departments.
- Completed daily entries of updated data.
- Answered telephones, booked appointments and performed other basic office responsibilities.

## Work experience

**IT Helpdesk Support** 12/2007 – present  
Naizak Global Engineering Systems, Khobar, Saudi Arabia

- More than 11 years' successful experience in Supporting, implementing and applying the latest Computer Technologies within an enterprise environment and field's projects.
- Excellent working knowledge and troubleshooting Windows OS and its related applications including system crashes, slow-downs, Backup, and data recovery
- Ability to train motivates and share knowledge with teamwork.
- Strong qualifications in relationship management, leadership, quality assurance, strategic planning, budget administration, and vendor management.
- Proven ability to develop and redesign operating procedures to increase productivity and profitability focusing on ROI results.
- Reputation for strong work ethic and uncompromising devotion to customer service delivery.

2020

Spark Project, Khobar, Saudi Arabia

- Installs and configure computer hardware operating systems
- Application Responsible for technical Support
- Troubleshooting Hardware/Software issues.

2012

Nokia Siemens Networks Project, Riyadh & Khobar & Manama, Saudi Arabia & Bahrain

- Complete Technical Support around 500 users.
- Troubleshooting Hardware/Software issues.
- Responsible for technical Support and Project management.
- Installation of Access points and Printers.
- Encrypting/ Decrypting Data with point sec.
- Data Recovery with Third-Party Tools.

## Work experience

2009

SATORP Project, Khobar, Saudi Arabia

- Configuration and installations of computers on the Network.
- Take Backup Data and emails for end users.
- Troubleshooting of hardware and software problems.

2009

PETROrabigh Infrastructure project Upgrade, Rabigh , Saudi Arabia

- Installing Windows Server 2008 R2 with all updates.
- Installing Exchange 2007
- Take an image of Windows Server using Norton Ghost.

2008

PetroRabigh Migration Project, Rabigh, Saudi Arabia

- Take Backup Data and emails for 1500 users.
- Remove ARAMCO Domain. And Reimage the PCs using Norton Ghost then rejoin to PetroRabigh Domain.
- Restore the backup data and connect all PC to local and shared network printers.

## Education

**Technical Support Technology** 2007  
Ahsa Colleges of Technology, Al Hasa, Saudi Arabia

## Skills

### Microsoft OS

Windows 7 Professional  
Windows 10 Professional

### Hardware

Desktops / Laptops Professional  
Printers / Scanner Professional

### MAC OS

High Sierra Professional  
Office for MAC Professional

### Level 1 - 2 - 3 Tech Support

Hard working ██████████  
Multi-Tasking ██████████  
Problem Solving ██████████

### Microsoft Office

Office 2013/16

### WAN / LAN

TCP/IP

### Languages

Arabic ██████████  
English ██████████

## Certificates

Microsoft 365 Certified: Fundamentals - 06/2021  
[https://www.credly.com/badges/450e4735-153b-42d6-a6b1-6bff870db4bd/public\\_url](https://www.credly.com/badges/450e4735-153b-42d6-a6b1-6bff870db4bd/public_url)

Microsoft Certified: Azure Fundamentals - 01/2021  
[https://www.credly.com/badges/ae3c7ca9-f3d4-4ace-af8a-8062e8f43f40/public\\_url](https://www.credly.com/badges/ae3c7ca9-f3d4-4ace-af8a-8062e8f43f40/public_url)

