

# FAISAL MOHAMMAD AL-SHEHRI

Network Systems Administration

📍 Saudi

📞 0565002555-0508785008

🏠 Riyadh

✉️ Faisal\_alshehri@hotmail.com

- Looking for a challenging opportunity that utilizes my expertise, preferably in IT industry or private sectors, in a dynamic environment where innovation, pro-action and perseverance combine to deliver top quality products and services.

## EDUCATION

01-2017 → 12-2019

College of telecom & information  
Network Systems Administration

## WORK EXPERIENCE

09-2021 → present

Al Bawani  
Technical Support

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Train computer users.
- Respond to email messages for users seeking help.
- Walk-through end-users throughout the problem-solving process.
- Clean up computers
- Troubleshoot Microsoft Windows and Office issues.
- Install computer peripherals for users
- Basic networking knowledge.
- Connecting devices and printers to network.
- Createing users in Active Directory

04-2021 → 09-2021

AL SABAAN CONTRACTING  
Technical Support

## TRAINING COURSES

- ✓ Awareness of Cybersecurity Risks
- ✓ IT in the Workplace Master Microsoft Office
- ✓ Network Administration
- ✓ soft skills

## SOFTWARESKILLS

Microsoft Word

Microsoft Power Point

Microsoft excel

## LANGUAGES

Arabic

English