

# Fatimah Alhamoud

IT Technical Support

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📍 Kingdom of Saudi Arabia, Eastern Province

## Summary

To bring my strong sense of dedication, motivation, and responsibility to, and to utilize my IT Technical support qualifications obtained through ILEI College. I am a student in the College of Excellence (ILEI) from 2016 in the specialization (Network support) in the third year and I Graduated 2019.

## LANGUAGE:

- Arabica
- English

## Certifications:

- Digital Giving Initiative (Cyber Security)
- Cambridge International Certificate for ICT Skills Certificate
- Cambridge Preliminary English Test Certificate

## Education

diploma of information Technique : Technical Support /network 2016-2019 from ILEI College (Interserve Learning an Employment International)

## Work Experience

- IT Engineer in Ekhmad Tranding Co. 2021
- Administrative Officer (secretary for Operations Manager ) Ekhmad Tranding Co. 2021
- IT Technical Support, OJT (on the Job training) in Security Forces Hospital Dammam hospital 2019
- IT Technical Support OJT (on the Job training) in ILEI College (Interserve Learning an Employment International) 2018

## SKILLS

Organization

Network configuration (CISCO Packet Tracer)

Promptitude

Office Programs

Time management

Troubleshooting for IT Support

Accuracy in execution

Linux Fundamentals

Drafting correspondence and reports

IT Helpdesk

System Administration Fundamentals

## Courses

- Courses from Digital Giving Initiative (Cyber Security) 2022
- Courses from the Ministry of Communications and Information Technology Under name Field of E - training within the Future Skills Initiative, Career Path Technical Support for 6 months in year 2021