

# FAWAZ MOHAMMED GHAZI AL-HARBI

TECHNICAL SUPPORT



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## About Me

I am an experienced computer support technician and network technician with a diploma in computer support. With extensive experience in the call center industry and working with companies such as STC and Royal Guard Contracting, I have developed strong skills in troubleshooting, network configuration and maintenance, and customer support. I am a dedicated and proactive individual who is committed to providing the highest quality service to my clients.

## Experience

### Call Center Project at STC

Technical Support

- Provided technical support to customers via phone, email, and chat.
- Diagnosed and resolved software and hardware issues.
- Escalated complex technical issues to senior technicians.

### STC

Network Technician

- Installed, configured, and maintained networking equipment, including routers, switches, and firewalls.
- Monitored network performance and identified and resolved issues.
- Collaborated with other IT professionals to plan and implement network upgrades and enhancements

### Royal Guard Contracting Company

Network Technician

- Configured and maintained network devices, such as routers, switches, and firewalls.
- Installed and maintained servers, including Active Directory and Exchange.
- Diagnosed and resolved network connectivity issues.

## Education

Hafar Al-Batin

Diploma in Computer Support Technician, Hafar Al-Batin Technical College, Riyadh, Saudi Arabia

## Language

Arabic   
English 

## Certifications

Security and Safety Certification

## Skills

- Excellent knowledge of computer hardware and software troubleshooting.
- Proficient in configuring and maintaining network devices.
- Ability to diagnose and resolve technical issues.
- Strong communication skills, both written and verbal.
- Excellent problem-solving skills.