

Kholoud Qaisi

IT Technician | KHOBAR, KSA | 0535179252

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PROFILE

Hard worker and ambitious IT personnel, I am an enthusiastic individual who is passionate about starting my career path, looking to get a job in a reputable organization and big names in the Information technology industry. I aspire to join a professional work environment, seek to develop its staff, and enable me to develop my skills in the process, to achieve development from the employer.

WORK EXPERIENCE

IT Support Trainee at The Oxford Partnership

Sep2019- Sep2020

Providing Support for + 2000 Users.

- Active directory Users and manage the access.
- Maintaining and Action the tickets through Freshdesk ticketing system.
- Troubleshoot system and network.
- Installing and configuring hardware, software system, network printers, and scanners.
- Monitoring and maintaining computer system and networks.
- Configuring and Creating O365 account and managing them.
- Repairing and replacing equipment, as necessary.
- VPN.
- Providing remote support.
- OS reimage.
- Join Domain.

Operating system: Windows8.1, Windows 10, IOS and Android.

INTERSHIPS

IT Support Trainee (TVTC International Technical Female College)

Jan 2019 – March 2019

Tasks:

- Installing and configuring computer hardware, software, system, network, printers, and scanner
- Repairing and replacing equipment as necessary
- Monitoring and maintaining computer systems and network

EDUCATION

Diploma in IT-Network Pathway, TVTC International Technical College -AL-Khobar, Khobar-KSA

June 2015 - Jan 2019

Projects:

Install and configure a wireless network

- Wireless network setup.
- Install and configure wireless network.
- Wireless network maintenance and troubleshooting.

Install and manage a network server

- Prepare to install a server.
- Install a server as required by a specification.
- Configure and administer a server.
- Monitor and test a server.

CERTIFICATS

- Emergency first Response (Primary and Secondary care with AED course) [June202](#)
- PET English [July 2019](#)
- ICT, TAG “Talal Abu Ghazalah ICT Certified” [September 2019](#)

SKILLS

- Strong interpersonal skills.
- Communication skills.
- Time management.
- Teamwork.
- Ability to work under pressure.

LANGUAGES:

Arabic

English

REFERENCES

References available upon request.