

## DETAILS

📍 Khobar, KSA

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# KHOLOUD QAISI

IT Technician

## 👤 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 College, Al-Khobar

September 2019- May 2020

- Active directory
- Maintaining and Action the tickets through Freshdesk ticketing system
- Installing and configuring computer hardware, software system, network, printers and scanners.
- Monitoring and maintaining computer system and networks
- O365 (Creating and Managing)
- Repairing and replacing equipment as necessary
- Using VPN, Remote desktop connection and AnyDesk

Training in IT department at ILE College, Al-Khobar.

Jan 2019 – March 2019

Achievements /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, ITC-International Technical College -AL-Khobar, Khobar-KSA

June 2015 — Jan 2019

Projects Worked On during study:

- Employability Skills Project
- Install and upgrade operating systems
- Manage System Security
- Troubleshoot software related problems
- Prioritize information technology change requests
- Provide professional client support
- Implement maintenance procedures

- Provide technical instructions
- Identify, evaluate and apply current technologies
- Implement and evaluate systems for regulatory and standards compliance
- Research and review technology options
- Plan and perform system tests and carry out system administration
- Update operational procedures for an information technology system

**Links:**

<http://linkedin.com/in/khcloud-qaisi-001585183>

**Skills:**

Hardware

Troubleshooting



Computer Skills



Customer Support



Technical Writing



Computer Software



Customer Service



Computer Networking



Microsoft Office



**Languages:**

Arabic



English



**Administration skills:**

- Ability to adapt to working hours.
- Skills of professional development.
- Effective communication skills.
- Time management skills
- Social media contents management
- Knowledge of administrative work
- Work in pandemic circumstances

## **Courses:**

- Emergency first Response (Primary and Secondary care with AED course)  
June 2020
- ICT, TAG “Talal Abu Ghazalah ICT Certified”  
September 2017

## **Online course:**

- Network Security Expert 1 and 2  
From Fortinet May 2020
- IT Career Path  
From Udemmy April 2020
- Introduction to IoT  
From Cisco April 2020

## **References:**

Available upon request