



Lina Sultan

IT Help desk support

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➤ Summary

I am Lina. Graduated from Digital Technical College for Girls in Riyadh , Diploma degree with 2nd honour certificate. I have an experience with marketing during my part time i worked as marketing representative. In addition, during my study I successfully complete training with CISCO with many courses for IT and personal development.

I aim to join an organization or company that implement high level IT support and participate in Saudi Arabia Vision 2030 to work in IT, Artificial intelligent, Cyber security or IT support.

➤ Work Experience

1. Information Technology Help Desk Support.

King Abdulaziz City for Science and Technology

May 2021 - Aug 2021

- ✓ Installing and configuring computer hardware, networks, printers, and scanners. Monitoring and maintaining computer systems and networks.
- ✓ Responding in a timely manner to service issues and requests.
- ✓ Providing technical support across the KACST (this may be in person or over the phone)

2. Marketing Representative

Al Nabati Est.

Jan 2019 - Mar 2020

- ✓ Conduct market research to answers about consumer requirements, habits and trends.
- ✓ Build and maintain relationships with new and existing customers.
- ✓ Promote brand awareness through marketing efforts.
- ✓ Support the marketing team in various areas, such as optimization, advertising, social media, direct marketing, and event planning.
- ✓ Undertake individual tasks of a marketing plan as assigned.

➤ Education

Technical and Vocational Training Corporation

Diploma, Technical support

2018 - 2021.

➤ Skills

- | | | |
|----------------------------|-------------------|--------------------|
| ▪ Common operating systems | ▪ Creativity | ▪ Trouble shooting |
| ▪ Data analysis | ▪ Problem solving | ▪ Decision making |
| ▪ MS Office | ▪ Communication | ▪ Observation |
| ▪ Teamwork | ▪ Adaptability | |

➤ Courses and training

- | | |
|---|--|
| ▪ CCNA Routing and Switching Essentials | ▪ IT Essentials PC Software and Hardware |
| ▪ CCNA Introduction to Networks | ▪ Website Design and Layout Basics |
| ▪ NDG Linux Essentials-Partner | ▪ Introduction to Cyber Security |
| ▪ CISCO-Entrepreneurship | |

➤ Language

- ✓ Arabic (Native)
- ✓ English (Limited work proficiency)