

# MAJED ALDAHRAH

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## Personal Information

- Date of Birth: 05-11-1988
- Place of Birth: Saudi Arabia - Jeddah
- Marital Status: Single
- Nationality : Yemen

## Summary

Technical support professional with more than 8 years of experience. Recently interested in the science of aviation. Carries Aircraft Dispatcher License No. 22556 from the General Authority of Civil Aviation. GACA

## Education

### Nexus - Jeddah, Makkah, Saudi Arabia

\*\* AIRCRAFT DISPATCHER CERTIFICATION COURSE, 2016

### Jeddah, Makkah, Saudi Arabia

\*\*Human Factors in aviation Approved by EASA, 2017  
European Aviation Safety Agency

### Diploma Computer Science - Technical Support - Jeddah, Makkah, Saudi Arabia

\*\*College of Telecom & Electronics in Jeddah, 2012  
G.P.A 3.99 OUT OF 5

### Cisco Networking Academy - Jeddah, Makkah, Saudi Arabia

\*\* IT Essentials: PC Hardware and Software, 2012

### Cisco Networking Academy - Jeddah, Makkah, Saudi

\*\* CCNA Exploration: Network Fundamentals, 2012

## Experience

**IT TECHNICAL SUPPORT OFFICER.** | 01/2013 - Current

### iWeaver - ALNASIJ CO. - JEDDAH, Makkah

- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.

**MAINTENANCE - GENIUS BAR & CUSTOMER SERVICE** | 04/2011 - 12/2012

### iWeaver - ALNASIJ CO. - Jeddah, Makkah

- Delivered technical support to clients by offering solutions based on specific problems and concerns.

**SALESMAN AND CASHIER** | 04/2010 - 04/2011

### iWeaver - ALNASIJ CO. - Jeddah, Makkah

Educated customers on product features and technical details to highlight benefits.

## Highlights

- Language :Arabic (excellent) English (excellent in work field).
- Work under pressure.
- Vast technical Knowledge.
- LightSpeed POS Expert and ERP system.
- Mac and windows specialist. MS Office proficiency
- Technical Troubleshooting
- Time Management.
- Commitment to the work time.
- Quick learner.
- Team-worker.
- Focused on quality in work
- Good communicator.