

Mershed Albuainain

Saudi Arabia | +966505709821 | Mershed.Albuainain1@gmail.com | LinkedIn: Mershed Albuainain

Seeking for a career and a good career path from which I can develop my skills and my experiences in the field of work and to be effective employee and to be involved to success the organization.

EDUCATION

- **Associate of Science Degree** in Computer and Information Technology, Jubail Industrial College (Oct. 2019).
GPA: 3.33 out of 4.0
Associate Project: Design and Implementation of Networking Lab. (Jan - Apr 2019).

EXPERIENCE

IT Helpdesk (Nov. 2020 – Until now)

TexoFib.

Responsibilities:

1. Install, configure and troubleshoot hardware, software and network components.
2. Repair or replace damaged hardware.
3. Install and configure antivirus software (Symantec Cloud).
4. Define software, hardware and network requirements.
5. Providing support to end-users.
6. Providing support to ERP users
7. Conducting backup operations.
8. Managing technical documentation.
9. Manage Assets Inventory.

IT Intern (Jun – Sep 2019)

SADARA (IT Infrastructure, Workplace Services Dep.)

Responsibilities:

1. Deliver Quick training session on how to use SADARA OneDrive for Business to End-users.
2. Help the users to move their data and advise them with best practice on using OneDrive.
3. Provide a comprehensive report on what actions have been performed by the team.
4. Member in WRP project (Replace current workstation/laptop to new one)

Skills

- Excellent in communication skills.
- Speaking, reading and writing English language.
- Hardware, Software, Network Installation and Troubleshooting.
- Installing, configuration and manage windows server 2008,2012 and 2016.
- Manage data backup and recovery.
- Backup and recovery on Acronis true image, R-studio, AOMEI, Recuva and stellar.
- Manage Active Directory, DHCP, VPN, DNS, IPAM, and Remote Desktop.
- Ability to use Virtualization system such as VMware, VirtualBox and Hyper-V.
- Install, manage and repair network cables and testing.
- Excellent in using Office365 admin portal, Access and Visio
- Ability to use and provide support to ERP users (Focus).
- Installing, configuration and manage Sophos Firewall.
- Manage Symantec endpoint Protection cloud.

Courses & Certificates

- ITIL v4 Foundation. Dec, 2021.
- Introduction to Cybersecurity by CISCO. Aug, 2020.

References

- Available upon request.