




# MESHAL AL-ANAZI

## SYSTEM SPECIALIST

Saudi Arabia – Riyadh   
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### PROFESSIONAL SUMMARY

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To get a long-term solid career in the business community where I can utilize my technical supporting, operating system and management Assistant background and acquired skills in a challenging work environment.



### EDUCATION

**Diploma - Degree of Technical Support | Technical College**  
2019



### CERTIFICATES & COURSES

**ITIL Foundation V4 | ABAD**  
2021  
**CCNA | ABAD**  
2021



### EXPERIENCE

**System Specialist | Perfect Presentation "2P" (TBC Project )**  
FEBRUARY 2021– PRESENT

Roles & Responsibilities:

- Regular update to all the standard documents for the environment such as new change or enhancement.
- Ensure to follow the Change Management / Fault Management process.
- Handling and coordinates the problems with concern teams such as servers, backup and storage.
- Perform a daily health check to production environments (Servers).
- Perform a maintenance to servers, Backup and storage.
- perform the periodic resilience tests to the environment.
- Research and identify solutions to software issues.
- Testing and evaluating new End User Technologies.
- Network Configuration and IP addressing to Computers, Fingerprint, Printers, ... other Devices.
- Properly escalate unresolved issues to appropriate internal teams (e.g. Network & Communications, System Administrations, Software Developers).
- Manage and Maintenance for Smart Meeting Rooms.
- Managing Office 365.

- Managing Active Directory.
- Managing the first support for multiple systems such as Veam , VMware
- Managing Exchange Server 2013 – 2019.
- Managing TrendMicro apex-one:
  - Office scan
  - Deep security
- Handling multiple projects:
  - Access Control.
  - Light control.
  - Digital signage.
  - Conference meeting room.

## Technical Support Analyst | Axelerated Solutions

JANUARY 2019 – FEBRUARY 2021

Roles & Responsibilities:

- Research and identify solutions to software and hardware issues.
- Install and configure computer or any other End User Devices, Software or hardware and applications.
- Manage technical licenses for software and hardware.
- Talk clients through a series of actions, either via phone, email or office visiting until they've solved a technical issue.
- Prioritize and manage several open issues at one time.
- Document technical knowledge in the form of notes and manuals. Documenting and resolving service tickets in a timely manner according to SLA.



## SKILLS

- Team Worker
- Quality Control
- Negotiation & communication
- Advanced in Microsoft office
- Project Management
- Good English Language
- Work efficiently under pressure
- Creativity & problem solving